

It's All About Family



DEPARTMENT
OF COMMUNITY
AND FAMILY SERVICES
ANNUAL REPORT 2016



MISSION

"To meet the needs of Dutchess County's vulnerable population as provided by NYS Social Services Law in a courteous, fair and efficient manner with the aim of restoring each beneficiary to maximum independence."



2016 DCFS ANNUAL REPORT

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A MESSAGE FROM COMMISSIONER JAAR MARZOUKA



Family. Safety. Self-determination. Compassion.

These words summarize what the Department of Community & Family Services (DCFS) stands for; what the mission of the agency is about; and what the employees of the Department are committed to achieve.

2016 represented a year of achievement for DCFS as we embarked on efforts to strengthen our relationships with key partners across the community. Two substance abuse professionals from Lexington Center for Recovery joined the CASAC workers from the county Department of Behavioral & Community Health embedded in our Children Service unit. The co-location enabled us to increase services to families struggling with the plague of substance abuse.

We rolled out a LEAN initiative with DC Family Court, NY OCFS and community stakeholders, successfully reducing the period of time between termination of parental rights and finalization of adoption from 403 days to a new average of 180 days. During this process we recognized a need to focus efforts on building bridges across systems to improve understanding of different perspectives and promote problem-solving to assist the individuals and families we serve.

At the end of September 2016, we welcomed a Deputy Commissioner for Special Needs, the first position of its kind in local government. The Think Differently Initiative got a boost with Deputy Commissioner Ciarfella getting things rolling on many fronts, bringing the business, education, non-profit, government and special needs community together for win-win results.

As the year closed in December 2016, DCFS was serving a total of 35,319 unduplicated individuals across all programs. As you read through our annual report, it is my hope that you will come to appreciate the many positive contributions of our agency, strengthening families, ensuring the safety of the most vulnerable members of our community, and nurturing the self-determination of the residents we serve.

And most importantly, I'd like to convey my appreciation to the DCFS staff who inspire me with their dedication to our mission. On behalf of the people we serve, I thank you.

Sincerely,

Sabrina Jaar Marzouka, J.D. M.P.H.
Commissioner

A MESSAGE FROM COUNTY EXECUTIVE MOLINARO



Every day, employees in the Dutchess County Department of Community and Family Services (DCFS) strive to meet the department's goal: assisting our neighbors in need. Their work can take them to every corner of Dutchess County, all in an effort to improve the lives of the residents they serve. Our DCFS staff dedicates both their time and energy

to our county's most vulnerable residents, always mindful the work they do positively affects their neighbors and benefits Dutchess County, as a whole.

The DCFS staff continues to focus on its mission, despite the mounting requests for programs and services. Though the number of caseloads increases, so does employees' efforts to devotion to ensuring those in need receive the best service in the most efficient manner possible.

As new challenges emerge, DCFS employees look to develop new solutions to best respond and bring about positive changes in the lives of those they touch. Substance abuse, for example, remains a scourge on our nation, affecting many here in Dutchess County. In response, DCFS has doubled the number of substance abuse professionals co-located at the department's main office, as well as taking part in the "Better for Families" pilot program to assist children and families in the family court system who are negatively impacted by substance abuse. These are just two examples of our DCFS staff adapting to meet the ever-changing needs of our community.

For decades, staff at DCFS has worked tirelessly to the benefit of countless Dutchess County residents, and Commissioner Sabrina Marzouka has kept that tradition alive, enacting initiatives and innovations with the residents the department serves always in mind. Those new endeavors, coupled with the unwavering devotion of DCFS employees, will continue to make the department, and our county as a whole, robust.

I thank our devoted DCFS staff for their contributions to serving Dutchess County and its residents.

Marcus Molinaro
Dutchess County Executive

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DCFS GOALS AND OBJECTIVES

- I. Provide assistance to eligible individuals and families while assisting clients to achieve their full potential.
 - A. Conduct thorough eligibility investigations
 - B. Apply rules, regulations and local policies objectively, consistently and uniformly
 - C. Provide clients with all of the benefits to which they are entitled
 - D. Work cooperatively, as divisions, to meet the separate needs of clients while preserving the integrity of each individual
 - E. Maintain professional standards in all contacts
- II. Develop and make available to families and individuals, services that will strengthen the family unit, encourage stability in living arrangements, and provide for specialized care.
- III. Provide protective services to children and adults at risk.
- IV. Provide adequate information to the general public regarding our programs and services and maintain adequate knowledge of community.



DCFS ORGANIZATIONAL WHEEL

DCFS FACTS AT A GLANCE 2016

TOP MEDICAID VENDORS

Medicaid payments to local businesses in Dutchess County serve as an economic stimulus and multiplier. In 2016 payments were made to the following vendors providing Medicaid services.

MVP	\$105,272,414
NYS Catholic Health Plan	\$87,634,059
MidHudson Regional Hospital	\$17,711,637
Wellcare of NY	\$17,240,811
Abilities First	\$14,454,903
NYSARC Dutchess County	\$14,081,969
Cardinal Hayes	\$12,979,447
New Horizons	\$12,304,705
Anderson School	\$11,446,544
Wingate	\$10,109,005
Greystone	\$9,180,187
Unlimited Care	\$8,970,151
Vassar Hospital	\$8,645,876
Taconic DDSO	\$8,005,795

TOP NON-MEDICAID VENDORS IN THE COUNTY

Children's Home of Poughkeepsie	\$5,020,719
Astor Home	\$2,418,984
LaSalle School	\$2,299,889
CASA	\$1,857,807
Hudson River Lodging	\$1,766,380
Dutchess County Probation	\$1,766,187
Berkshire Farm	\$1,675,439
Central Hudson	\$1,663,309
Vanderheyden Hall	\$1,255,635
Grace Smith House	\$1,074,597

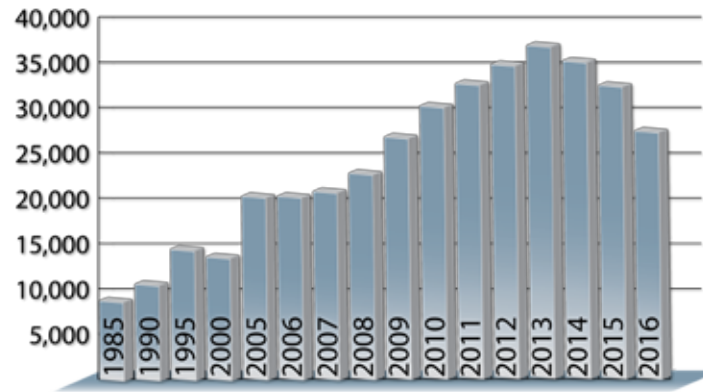
ACTIVE INDIVIDUALS

Ages

0 – 4	3,456
5 – 12	6,854
13 – 16	3,011
17 – 18	1,337
19 – 22	1,765
23 – 30	3,605
31 – 40	4,548
41 – 50	4,392
51 – 55	2,981
56 – 60	2,786
61 – 64	1,922
Over 65	8,115

DCFS CASELOAD SNAPSHOT AS OF DECEMBER 31, 2016*

*Unduplicated cases. Does not include HEAP, Services, or Child Support cases



2016 MODIFIED BUDGET

	Appropriations	Revenues
Administration (salaries, fringe, materials, other)	\$36,781,353	\$22,351,523
Non-secure Detention	\$1,497,800	\$541,450
Day Care	\$7,120,953	\$7,172,165
Services for Recipients	\$6,833,152	\$2,494,755
Medicaid - Local payments	\$291,500	\$494,000
Medicaid - MMIS Payments	\$41,914,473	\$400,000
Special Needs Adults/Family	\$100	\$0
Family Assistance	\$8,853,375	\$9,577,458
Foster Care	\$36,433,275	\$24,290,775
Juvenile Delinquents/PINS	\$75,000	\$1,000
State Training Schools	\$950,000	\$0
Safety Net	\$5,373,558	\$2,235,500
HEAP	\$708,079	\$723,079
Emergency Aid to Adults	\$60,000	\$51,750
Supplemental Nutrition Assistance Program	\$0	\$0
Youth Administration	\$212,254	\$157,096
Youth Development/Delinquency Programs	\$0	\$0
Youth Services Unit	\$276,282	\$188,161
Youth Development Program	\$228,742	\$208,114
Youth Special Delinquency Programs	\$0	\$0
Youth Runaway & Homeless	\$139,136	\$107,215
Totals	\$147,749,032	\$70,994,041

ACTIVE CASES

Cases as of	12/31/15	12/31/16
SNAP	12,142	11,149
HEAP	2,166	1,847
Medicaid	13,890	10,032
Medicaid SSI	5,878	5,740
Family Assistance	575	507
Safety Net Assistance	586	518
Services (Adult/Children)	1,646	1,739

As of December 31, 2016

2016 COMMISSIONER'S OFFICE

The Commissioner's office consists of the Commissioner, Deputy Commissioner for Financial and Supportive Services, Deputy Commissioner for Services, Deputy Commissioner for Special Needs, Director of Administrative Services, Assistant to the Commissioner for Program Planning and Evaluation, Research Analyst, Staff Development Director, and Confidential Administrative Assistants. The Commissioner's office oversees the programs and operations of the department.



Theresa Giovannello
Deputy Commissioner



Debra Bonnerwith
Deputy Commissioner



Toni Marie Ciarfella
Deputy Commissioner



Bridget Goddard
Assistant to the Commissioner
for Program Planning



Sharon Avila
Confidential Administrative
Assistant



Carol Domino
Confidential Administrative
Assistant

CONTRACTS, POLICY AND PLANNING

Assistant to the Commissioner for
Program Planning and Evaluation

- Develops all Department of Community and Family Services plans
- Prepares funding applications for special programs
- Oversees the contracts
- Prepares and/or responds to requests for proposals
- Oversees the Office of the Medicaid Inspector General's Medicaid Compliance Audit Demonstration Project in Dutchess County



William Sanchez
Fair Hearing Representative

FAIR HEARINGS

The fair hearing process allows applicants and/or recipients to be heard by an Administrative Law Judge (ALJ) who is assigned by the New York State Office of Temporary & Disability Assistance and the Office of Administrative Hearings.

The Administrative Law Judge records the fair hearing session in its entirety by telephone.

When the fair hearing session is completed, the ALJ returns to Albany where the Commissioner of OTDA assigns a designee to review the findings of the hearing and to render a written decision.

FAIR HEARING ACTIVITY 2016

Fair Hearings Held	1,064
Appellant Defaults	378
Appellant Withdrawals	259
Agency Decisions Upheld	183
Agency Decisions Reversed	61
Percentage of Fair Hearings in Favor of the Agency	93%
Postponed or Adjourned	122
Other Agencies	182
Correct When Made	24
Other	6
Agency Withdrawals	10

FAIR HEARING REPRESENTATIVE

- Represents DCFS in administrative reviews requested by applicants/recipients or representatives
- Serves as liaison for Medicaid, SNAP and Temporary Assistance audits for New York State
- Reviews and completes compliance complaint reports by OTDA
- Completes child care subsidy audits for New York State
- Compiles statistical data to address professional development trainings and to ensure quality assurance of agency performance standards

CONTRACT ACTIVITY 2016

Adult Foster Care Services	2
Auditing	1
Credit Reporting	3
Child Care	2
Detention/Foster Care Institutions	33
Domestic Violence Services	4
Employment/Training Services	7
SNAP Nutrition Education/HEAP	5
Genetic Testing	1
Homeless Prevention	4
Interpreter Services	1
Legal Services	1
Medical Exams/Services	4
Memoranda of Agreement	92
Other Inter-Agency Service Agreements	7
Preventive Services	14
Resource Parents	125
Service Agreements	9
Totals	315
Value of Contracts \$40,900,000+	

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Developed plan for use of \$8,695,437 in Flexible Funding for Families awarded by New York State OTDA
- Prepared contracts totaling over \$35,000,000 for services, excluding the value of resource parent contracts and Medicaid-funded contracts
- Oversaw a safety committee comprised of administration and staff to work together on employee safety issues
- Established monthly Community Resource Presentations to enhance staff knowledge of community agencies
- Organized Lunch & Learn sessions to promote staff personal growth
- Offered on-site flu clinic for employees
- Developed brochures for Visitor's Guide and Foster Care Program
- Began updating the DCFS website
- Co-located Youth Services in Poughkeepsie City School District
- Trained DCFS staff members in Mental Health First Aid (This is the help offered to a person developing a mental health problem or experiencing a mental

health crisis until appropriate treatment and services are received or until the crisis is resolved.)

- Participated in the Vera Institute of Justice/ Office of Children and Family Services reentry project, to improve outcomes for youth returning home from juvenile justice placement
- Continued Integrated County Planning efforts, worked with the County Executive's office, the Departments of Behavioral and Community Health, Office of Probation and Community Corrections and the Division of Youth Services to create and monitor the DC Integrated County Plan
- Completed 26 Fiscal Child Care Audits. All transactions and funding calculations were properly claimed and processed without any discrepancies
- Organized DCFS presentations at NYPWA Summer and Winter Conferences
- Sponsored the Community Solutions for Transportation program administered by DC

BOCES; 24 cars were donated to local families

- Continued iPad rollout in Services Divisions; iPads increase field worker efficiency and improve client services
- Rolled out LEAN initiative with DC Family Court, NY OCFS and Community Stakeholders
- Co-located two substance abuse professionals from Lexington Center for Recovery in Children's Services



Administrative Support Staff



Served on the following committees:

- Statewide System Reform Program (SSRP)
- Criminal Justice Council Executive Committee and its Women in the Criminal Justice System subcommittee
- Chair of NYPWA Deputy Commissioners' Leadership Network Steering Committee
- Dutchess County Domestic Violence Steering Committee
- Council of Family and Child Caring Agencies Region V Workgroup
- United Way Community Impact Committee
- Dutchess County Regional Chamber of Commerce Women's Leadership Network
- Career Achievement Program Committee
- Workforce Development Board
- DC Family Court Improvement Project: Stakeholder, Executive, Adoption, and SSRP Committees
- Recovery and Resiliency Consortium
- Dutchess County Human Trafficking Taskforce

DCFS HIGHLIGHTS

DCFS continued to deliver vital public benefits to more than one in ten in Dutchess County residents in 2016. **As the year closed in December 2016, DCFS was serving a total of 35,319 unduplicated individuals across all programs.**

DCFS welcomed the newly appointed **Deputy Commissioner of Special Needs, Toni-Marie Ciarfella** on September 12, 2016. The Think Differently Initiative got a boost with Deputy Commissioner Ciarfella getting things rolling on many fronts, bringing the business, education, non-profit, government and special needs community together for win-win results.

DCFS continued its **Navigating the DCFS System Workshop** series designed to help our community partners discover the world in which DCFS staff must operate and improve access to services. Two workshops were held in 2016, covering several programs, including:



Protective Services for Adult, Child Support Services, Supplemental Nutrition Assistance

Program (SNAP) and Employment services. A total of 72 professionals attended the sessions, representing 12 agencies.

When parents or other members of their households abuse alcohol or drugs or engage in other illegal drug-related activity, there are the negative effects on their children. DCFS forged a new relationship with **Lexington Center for Recovery** to have two CASAC/MSW workers embedded into the Children's Service Unit to connect families to appropriate services, and coordinate drug tests and follow up assessments as needed. (See It's All About Family for more on this initiative.)

To **increase preventive service programs**, in 2016, DCFS expanded its contracts with community-based organizations, such as Astor Services for Children and Families and Berkshire Farm Center and Services for Youth. These services emphasize trauma-informed care, including those with substance abuse issues, to lessen the effects of prior trauma and to reduce the traumatic experiences of the foster care system itself.

DCFS also engaged in several **Family Court initiatives** to make that system more sensitive to the unique challenges of families struggling with substance abuse issues, including piloting a specialized court to handle substance abuse-related foster care cases.



Other efforts with family court have focused on making the court process more efficient and to reduce the time it takes for a child to be adopted out of foster care. We were able to reduce an extended period of time between termination of parental rights and adoption finalization from 403 days to a new average of 180 days.



DCFS successfully **remodeled several work areas** while increasing workflow efficiencies and addressing organizational re-structuring. This resulted in placements of workers within consolidated program areas as opposed to the split physical assignments which had made day to day supervision and communication more difficult.



Divisions utilize main conference room during renovation.

Maximizing Customer Service with Emotional Intelligence was the topic for the annual agency seminar held on November 9, 2016 at the Poughkeepsie Grand Hotel. Keynote speaker Bob Stezzi, from Stezzi Training and Consulting, conveyed a wealth of knowledge about customer service to the entire DCFS staff. He brought energy and passion to essential topics such as Determining Customer Needs, Improving Face-to-face Communication, and Effective Telephone Techniques. Staff enjoyed participating together in the interactive presentation which focused on a critical topic that touches everyone.



Meet & Greet for new county department heads.

DCFS HIGHLIGHTS



Transportation to work became less burdensome in 2016 for 24 TANF families who received a pre-owned car through Community Solutions for Transportation program, funded by DCFS and administered through DC BOCES. Five cars were donated at the October 14th car giveaway event. Nasarima Foster was the keynote speaker. "I needed someone to

believe that I was going to do great things with the vehicle given to me." The car she received as a participant in the program in 2010 assisted her in obtaining employment at Poughkeepsie High School, where she now has a teaching position. The participants of the program must meet work related criteria and complete car care and defensive driving training. DCFS Commissioner Sabrina Jaar Marzouka explained, "Given the lessons today's recipients have learned, we're confident these Dutchess County residents now possess the skills to be self-sufficient and contribute to our community."



Light It Up Blue for Autism Awareness



LEADERSHIP

The DCFS Leadership Development Program ran 15 Leadership sessions in 2016. Six sessions involved guest speakers. Former DCFS Commissioner, Robert Allers presented on Teamwork and Picking Your Winning Team. Lisa Velazquez-DiNapoli, MSW, from Fordham University's Beck Institute, described the Coming Home Program, which assists individuals transitioning from jail to the community. Linda Brandt, from the Red Cross, spoke on Citizen Preparedness. Adephi University staff presented an overview on Hoarding, and Michael Polito explained The Six Protocols of Fitness. We ended the year with Senator Serino as our keynote speaker at our Leadership Development Achievement Awards in December. During the course of the year the following presentations were offered by our staff:



January: Mindfulness in the Workplace by Theresa Giovanniello

February: Leadership Brainstorming

March: Fixing "Broken Windows" in the Workplace by Suzanne Howell & Kara Cerilli

April: Using Humor by Kim Flasz & Sandy Favata

June: Building Better teams by Cheryl Herriman

September: The Wheel of Life – Setting Short and Long term goals by Wendy Baur

November: Creative Personal Budgeting & Finance by Marsha Thomas

December: What is Your Leadership Direction? by Theresa Giovanniello

On December 16, 2016, twelve staff advanced a level in the program. We thank all presenters and participants for another successful year!

ABCD

ABOVE AND BEYOND THE CALL OF DUTY (ABCD) TEAM



stressed the importance of exercising at least 30 minutes per day, and eating healthy. On June 1, 2016, Ms. Ozie Williams joined us again to present the Nutrition Education Program- Portion Distortion. This session reviewed the importance of having knowledge of and keeping in mind portion sizes. These presentations were well-received by staff who appreciated Ms. Williams' expertise of the subject.

Other ABCD activities

- Pete Simon, Director of Administrative Services, met with ABCD members in June to answer questions and discuss the MyFullView customer tracking program which our agency uses.
- The ABCD Team held two Tea & Coffee Fundraisers this summer by selling iced coffee, tea, and biscotti at break time to raise money for the DCFS Fitness Challenge Program.

• In the fall, ABCD was involved with the bake sales/luncheons for the Communities Responding to Overcome Poverty (CROP) walk. DCFS raised \$1,200 of the \$60,000 total which was raised through the Dutchess County Interfaith Council's local CROP Walk.

• Ongoing projects for the year included a review and discussion of suggestions from the employee suggestion box.

ABCD INITIATIVES

Mindfulness Mondays is the latest initiative by the ABCD Team. It was a concept presented to the Committee by Sheetal Bhushan from the Intake Unit. The sessions currently take place every Monday during lunch from 12:25-1:00 in the classroom on the fourth floor. During that time attendees have a few minutes of guided meditation; the remainder of the session involves a mindfulness meditation activity such as meditative coloring using adult coloring sheets while listening quietly to meditative music or sounds. Staff has reported that the Mindfulness Mondays program is very relaxing and helps them feel more productive when they go back to work.



The **DCFS Book Club** read and discussed thirteen books. Some favorites from 2016 include *The Goldfinch* by Donna Tartt, *Remarkable Creatures* by Tracy Chevalier, *The Art of Racing in the Rain* by Garth Stein, and *The House of Mirth* by Edith Wharton.

Several of the books have been made into feature films, including *The Light Between Oceans* by M.L. Stedman, *Room* by Emma Donoghue, and *The Fault in Our Stars* by John Green. In September a few members went to see *The Light Between Oceans* movie together and then out to dinner after to discuss book versus movie.

The Book Club currently has about eleven members attending regularly. New members are always welcome to join. The Book Club utilizes the Book Club in a Bag Program through the Mid-Hudson Library. All of the books read are borrowed from the library at no cost to the members.

The **Knitting and Crocheting Club** continues to be enjoyed by its members. These crafters combine creativity and needlework skills to produce blankets, sweaters, shawls, hats, scarves and more. They enjoy getting together during the lunch hour once a month to share ideas, relax, and add some stitches to their latest project.



DCFS COMMUNITY OUTREACH 2016!

Celebrating the variety of ways that DCFS rubbed shoulders with Dutchess County residents and agency partners. We enjoyed getting out of our offices and getting together with our neighbors!

- Special Needs Picnic
- Foster Family Picnic
- Navigating the System
- Adoption Day



EMPLOYEE GENEROSITY

The **ABCD Team** held “Tuesday Tea & Coffee” by selling iced coffee, tea, biscotti, and more at break time. A total of \$211 was raised to purchase prizes and supplies for the **DCFS Fitness Challenge Program**.

The **Accounting Unit** held two bake sales/luncheons, and raised \$1,600 for **Adopt-A-Family** and other causes.

Andrea Swart (CW) and the **Children’s Services Team** raised \$679 for **Alex’s Lemonade Stand Foundation** to fight childhood cancer.



Andrea Watson (AFS) and **Barbara Ingram** (CW) with the help of **Denise Griffin** (AFS) and **Andrea Burke** (AFS) coordinated the annual **Salvation Army Angel Tags Collection** and received gifts for 75 children.

Andrea Watson (AFS), **Nicole Singleton** (AFS), and **Gail Bertsche** (AFS) managed the **DCFS Elizabeth Ann Karlson Food Pantry**.

Anna Brady (CSEU) and **Vivian Alexopoulos** (CW) raised over \$200 for the **Children’s Home of Poughkeepsie**. Anna and Vivian’s home was decorated extensively for the holidays and Santa (Tracy Connelly’s son Sawyer) stopped by to distribute candy canes and toys, and pose for photos with visitors. Hot chocolate and cookies were also served.

Children’s Services organized and raised money for another successful **Foster Care Picnic** at Bowdoin Park. Several staff members from various divisions volunteered at the picnic.

Under the leadership of **Chris and Nancy Corman** (ADM/AFS), Team DCFS raised \$626 for the **March of Dimes**.

Christine Meluch (ADM) collected 135 toys which were donated by staff for the **Salvation Army Toy Drive**.

Craft Vendors at the DCFS Arts & Crafts Fair raised \$201 for the **Elizabeth Ann Karlson Food Pantry**.



Deputy Commissioner, Theresa Giovanniello, and the **CROP (Communities Responding to Overcome Poverty) Walk Team** at DCFS raised \$1,200

to help fight hunger.

Deputy Commissioner, **Theresa Giovanniello** (ADM), **Jacky Cooper** (ADM), **Sandy Favata** (ADM), **Kara Cerilli** (ADM), and **Miles Shadman** (TA) distributed information, painted faces, and oversaw coloring projects at the **Dutchess County Picnic for Our Children with Special Needs** at Freedom Park.

Diane Phillips (CPS) donated her 2004 Nissan Sentra to a working parent without a car.

The **File Room** held their “Supplies You Cannot Get in the Supply Room” sale and raised \$486 for the **Elizabeth Ann Karlson Food Pantry**.

Department of Public Works staff, as well as **Frank Farinacci** (ADM), sang carols to County staff and raised \$1,700 for **families in need**.

Jannera Cruz (APS) donated several prom dresses and clothing to the **Poughkeepsie City School District** for their **1st Annual Prom Dress Giveaway**.



Kimberly McCaffrey (friend of CPS’ **Stella Varon’s** daughter) from St. Mary, Mother of the Church in Fishkill collected donations to put together **backpacks full of school supplies and toiletries**, and donated them to foster care as a part of her confirmation service project.

Karla Friedle (ADM) and **Administration’s ‘Souper’ Bowl Committee** held a DCFS SOUP-ER Bowl collection, and staff donated 309 cans of soup for our **Elizabeth Ann Karlson Food Pantry**. Ms. Friedle also cooked at the Webster House Overnight Shelter several times. In addition, Ms. Friedle volunteered with **Backpacks, Supplies and More**, an annual free backpack and schools supply distribution event for local school children.

Lisa Simpson (AFS) and a teammate participated in the **Literacy Connections Community Spelling Bee Fundraiser** raising \$300 from sponsor Larry Hughes, for literacy programs in our area. In addition, Ms. Simpson and a teammate participated in the **Mid-Hudson Love, INC Scrabble Blitz Tournament**, contributing \$60 which goes towards outreach to residents in need. Ms. Simpson is also the president of Mid-Hudson MENSA which donated \$100 worth of educational games for raffles at the tournament.

Margaret Holzberger (ACCT) baked delicious goodies such as Linzer Tarts and donated them to a number of our agency fundraisers.

Sharon Burt and **Colette Krakower** participated on the **Hudson Valley Father’s Day Parade** committee and volunteered on event day.

The **Special Investigations Unit** contributed \$670 to the **Semper Fi Parents** of the Hudson Valley for a single mother who is a disabled army veteran with a disabled child.

Staff Development coordinated the Holiday Wreath and the Anemone Sales for **Mental Health America of Dutchess County**.

Staff Development coordinated the **DCFS United Way** campaign and \$2,486 was raised.

The **Temporary Assistance/Employment Unit** raised \$493 to assist three local families.

2016 EMPLOYEE OF THE MONTH

The Employee Recognition Committee chooses the Employee of the Month from those nominated by their peers. The Committee, made up of members from various units, examines nominations and votes on the monthly award recipient. Each recipient receives a DCFS golf shirt and free parking behind the building for that month.

JANUARY



Tyler Carroll
Central File

FEBRUARY



Tracy Tissiera
SNAP

MARCH



Evadne Vivar
Reception

APRIL



Monique Aiello
SNAP

MAY



Marilyn Lia
Intake

JUNE



Ricki Pelzner
Medicaid

JULY



Lynn Brink
Medicaid

AUGUST



Melissa Traver
Child Support

SEPTEMBER



Karen Jones
Child Welfare

OCTOBER



Pat Weeks
Accounting

NOVEMBER



Abby Morales
Central File

DECEMBER



Kristen Buckner
Child Support

YEARS OF SERVICE

45 YEARS

Mary Lee Flintosh

30 YEARS

**Lisa Simpson
Joanne Sinagra
Patricia Sheldon
Colette Krakower
Lisa Owens
Ann Marie Piccone**



Mary Lee Flintosh
45 Years

25 YEARS

**Linda Giuliani
Wendy Baur
Donald Creighton**



Lisa Owens
30 Years

20 YEARS

**Barbara Ingram
Ted Starzyk
Lisa Goering
Donna Brod
Laura Skojec
Joan Howley
Monique Elmendorf
James O'Connor
Annmarie Thomas**



Linda Giuliani
25 Years

15 YEARS

**Karen Jones
Sandra Favata
Karin Ruparelia
Queen Murray
Lynn Brink
Lissette Mason
Barbara McPartlan
June Weldon
Ann Brady
Valencia Jalil**



Valencia Jalil
15 Years

10 YEARS

**Joan Mendelson
Vanessa Stuart
Alice Remy
Joan Ricciardi
Andrea Watson
Kristin Paraszti
Karen Demarco
Nicole Cusimano
Melrose Lewis
Kevin McDonald
Shanika Selman**



Shanika Selman
10 Years

5 YEARS

**Will Sanchez
Marcia Taylor
Rosemary McMann
Joanna Torres
Amanda Dunlop
Sarah Menegio
Karla Friedle
Stacey Parrella
Terrie DeGelormo
Yvonne Battista
Loring Black**



Joanna Torres
5 Years

It's All About Family

Make It Happen! A Blueprint for Change

On February 4, 2016, in collaboration with MidHudson Regional Hospital, New York State Office for Children and Family Services, and Casey Family Programs, the Department hosted a special event entitled “Make It Happen.” This event brought together more than 60 professionals from many Dutchess County agencies for a full and fast paced day of cross training information sharing and action planning around the topic of helping families who struggle with substance abuse issues.

The day began with a heartwarming presentation by a panel of Dutchess County birth and foster parents who courageously shared personal experiences which highlighted the success that can be achieved when foster parents and birth parents work together.

Presentations regarding infant and toddler mental health services and neonatal abstinence syndrome were followed by information on Behavioral Health strategies, initiatives of the MidHudson Regional Hospital and services of the NYS Office of Alcoholism and Substance Abuse Services and Office of Children and Family Services. Dutchess County cross system collaboration was highlighted and the day was wrapped up with a call to action and plans for next steps.

The National Survey of Child & Adolescent Well-being (NSCAW) estimates that 61 percent of infants and 41 percent of older children in out-of-home care are from families with active alcohol or drug abuse”

(Wulczyn, Ernst, & Fisher, 2011)

In the months that followed this event, contacts were made, partnerships formed and several initiatives began: launching Better for Families initiative; co-location of Substance Abuse Counselors within the Children Services at DCFS; collaboration with the City of Poughkeepsie school district with a Youth Worker stationed part time at the Middle School; Sanctuary trauma training for Children Services staff; and hosting the evidence based Strengthening Family program to high risk families to name a few.

Substance use still presents many challenges, but due to hard work and collaboration by many community partners, together we are working toward better outcomes for children and families.

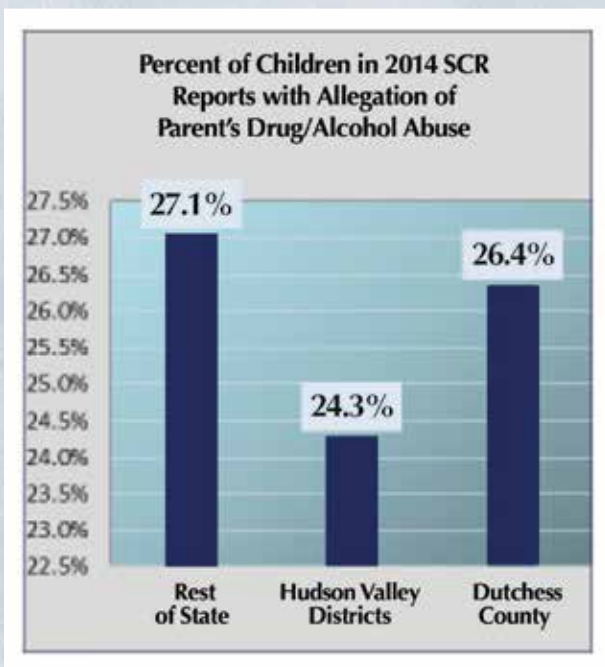




Dutchess County: Of the 161 children who entered Foster Care in 2014, 73 (45%) were involved in at least one State Central Registry Report with a Parent's Drug/Alcohol Misuse Allegation.*

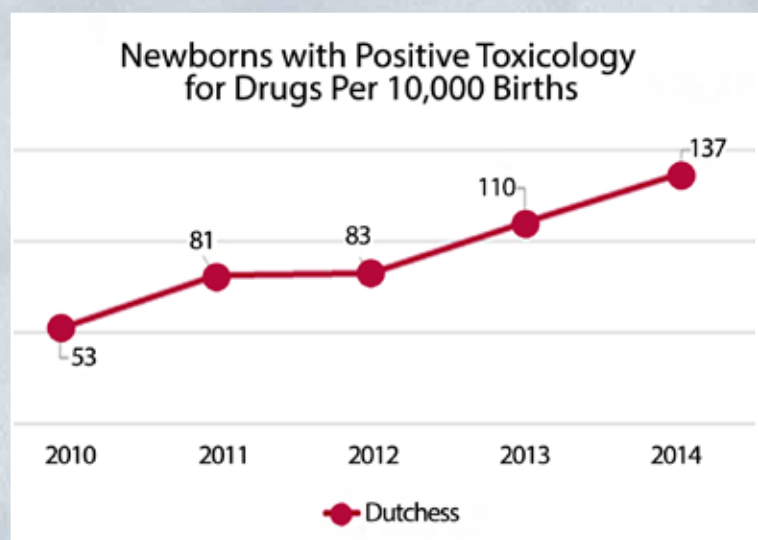
*NYS OCFS Data Warehouse

As seen in data from the Statewide Central Register of Child Abuse and Maltreatment (SCR), there is a high percentage of drug/alcohol abuse reported in allegations to the SCR.



NYS Office of Children and Family Services (OCFS)
Data Warehouse: Allegations Report (Connections data as of 1/13/16)

In Dutchess County, the rate of newborns with a positive toxicology for drugs rose by 160% from 2010 to 2014, outpacing the 76% increase statewide (excluding New York City).



NYS Department of Health

It's All About Family

Better for Families

Substance use and abuse inflicts damage on our children and families. Its greatest cost is to human lives, in the forms of child abuse and neglect, health problems, overdoses, crime, and loss of human potential. Inappropriate decisions while an adult is under the influence can result in lack of supervision for children, overdosing or driving under the influence with children present. A recent examination of the reasons Dutchess County children entered foster care showed us that more than 60% of these children required foster care because of neglect related to parental substance abuse.

We applied and were selected to become part of the Statewide System Reform Program – Better for Families (SSRP-BFF), a pilot project to improve the child welfare and Family Court response when families are negatively impacted by substance use. Our Children's Services Division partners with state and local government and community agencies in these efforts, which we rolled out as part of the ongoing Family Court Improvement Project.

Through the SSRP-BFF project, Children's Services staff received extra training regarding substance use. Information on various substances and their effects was disseminated. Child Protective Services (CPS) staff was trained in the use of an evidence based screening tool that can help with early identification of substance use issues. Motivational interviewing, a collaborative approach to help clients make positive change was taught to case managers and supervisors. Beginning in August 2016, CPS case managers began conducting early substance use screening of all adults named in CPS reports. When necessary, case managers refer screened individuals to our co-located team of substance abuse professionals.

It is hoped that through early screening and intervention, individuals will be able to make positive changes, so that substance use will not progress to abuse or dependence. There are times, however, when individuals may already be struggling with substance abuse or dependence issues that led to child abuse or neglect. When this occurs, CPS must take

In 2016, recognizing the impact of substance abuse, Dutchess County DCFS took action to better identify and address substance abuse issues affecting the families who receive services from our child welfare system.

additional action to keep children safe and reduce the risk of future abuse or neglect. In some cases, petitions must be filed in Dutchess County Family Court to request court intervention and order services such as substance abuse treatment.

SSRP-BFF strategies are being piloted by the Dutchess County Family Court. SSRP-BFF court protocols have been implemented when a petition includes allegations of substance use that has led to child

neglect. Judges, attorneys and other court professionals received the same kinds of training in substance use and motivational interviewing that Children's Services staff received. Frequent court monitoring that includes client engagement and court orders related to substance abuse and treatment are among the strategies implemented.

We are part of a much larger system that recognizes substance abuse as a national issue. This pilot is being conducted with the assistance of funding from a federal grant to the SSRP-BFF project which is jointly administered by the New York State Offices of Court Administration (OCA), Children and Family Services (OCFS) and Alcoholism and Substance Abuse Services (OASAS) and includes eight New York State pilot counties. The strategies implemented in the pilots have already demonstrated success in other states. Pilot project data is being collected and assessed in order to measure outcomes. The long term goal is to make statewide system improvements to address substance abuse.

DCFS and Substance Abuse Professionals Working Together

The substance and alcohol abuse professionals at DCFS play an important role working to assist clients in breaking down barriers to their path of recovery. In 2016, DCFS doubled the number of these professionals co-located at DCFS: two are from Dutchess County Department of Behavior and Community Health and two are from Lexington Center for Recovery. As explained by Tracy Connelly, DCFS supervisor in Children's Services, **"These professionals guide clients needing substance abuse services to a proper course of treatment. The client is not just a number in a waiting room, or a page of lab results. They're members of our community and our professionals are there to help them through a difficult chapter in their lives."**

How do they do this? Together with DCFS caseworkers, they work with clients providing: screening for drug/alcohol abuse, assessing clients who may require treatment, coordinating the intake process at recovery centers, acting as liaisons between the recovery center and DCFS workers, interpreting toxicology reports, informing Family Court judges of client's treatment, following up directly with clients, attending case conferences and joining case workers in field visits.

Assisting DCFS case managers with field visits allows professionals to reach clients in the entire county. By employing field visits, workers are able to reduce the amount of no shows for scheduled drug screens as well as assist those clients who may be willing to complete their screening but are unable due to transportation issues. Catherine Crecco, co-located at DCFS from Lexington Center for Recovery, tells of one couple she initially met during a field visit. **She assisted them with treatment services for alcohol abuse and addiction to pain medication; following up, she is glad to report "they are doing very well."**

Another important benefit of the substance abuse professional co-location is well expressed by Andrew Blizard, from Lexington Recovery Center, **"Ultimately, we view substance abuse and dependence as community health issues. As such, we are involved with training DCFS staff and contracted agencies in more fully understanding substance use disorders and treatments."** The staff trainings focus on how substances can often lead to child welfare involvement; the impact of various drugs and how they interact - both prescription and



nonprescription. The substance abuse professionals try to help clients navigate their road to recovery, which includes informing them of their options for moving forward. They bring to clients an understanding of the larger picture: the assessment



process, fulfilling Temporary Assistance and Children's Services requirements and as Julett Butler, a veteran of 17 years in the field puts it, how to tackle their "current issues to make win-win" situations. Julett has continued to increase her own education and during her career has become a "more compassionate person."

When she meets with a client, she sees the face of substance abuse, of an individual who is having trouble managing his/her life; she also sees the impact on their family and overall community.

Together the team of DCFS workers and co-located substance abuse professionals witness the terrible effect of substance dependence on the family unit every day. We proudly affirm their willingness to stand turning the tide of addiction in Dutchess County and assist those in need one person and one family at a time. Dennis Dermody sums it up, **"I have been a CASAC [Certified Alcohol and Substance Abuse Counselor] 24 years in Dutchess County. I am enriched by being able to assist clients to achieve and maintain sobriety."** Thank you Dennis, Julett, Catherine, Andrew, Tracy, and the entire DCFS team!

Ultimately our purpose is to positively impact the lives of children and parents and to make our system response to substance abuse issues Better for Families.

2016 ADMINISTRATIVE SERVICES

The Director of Administrative Services helps develop and present the annual budget and is responsible for the supervision and coordination of the fiscal and operating functions. The following units are overseen by the Director: Accounting, Central File, Reception, Purchasing, Welfare Management System and Computer Information Services. The Director of Administrative Services serves as the agency's Freedom of Information Law (FOIL) Officer.



Peter Simon
Director of Administrative
Services

ACCOUNTING

- Audits, processes and accounts for all payments made to or for recipients of assistance or services
- Prepares and tracks reimbursement claims made to New York State.
- Receives and disburses income when DCFS is the representative payee or guardian
- Discovers and pursues third party health insurance to reduce Medicaid expenditures
- Serves as liaison with medical providers for billing and implements the Medicaid restriction program for clients who over utilize Medicaid services
- Issues temporary benefit cards
- Maintains the Case Management System of the Welfare Management System (WMS), which accounts for all repayments and recoupments of benefits for clients
- Recovers appropriate assets from assistance recipients using mortgages, liens, and claims against estates
- Arranges and pays for indigent burials.
- Determines and recovers overpayments from assistance recipients



Brian Napoleon
Director of Budget and
Finance

CENTRAL FILE

- Maintains all closed records and retrieves files as needed
- Handles record retention and annual purges of records in accordance with NYS regulations
- Issues case numbers for new applicants
- Files all cases for the Temporary Assistance
- Processes all voter registration forms and manages the mailroom
- Images files as part of the NYS Imaging Project
- Maintains the agency wide supply area, vigorously applying cost saving measures

COMPUTER INFORMATION SERVICES

- Creates and maintains the technical environment
- Manages PC and network helpdesk
- Administers COGNOS ad hoc reporting
- Provides leadership in data-network coordination with the Dutchess County Office of Computer Information Systems (OCIS), the Office of Temporary Disability Assistance (OTDA), the Office of Children and Family Services (OCFS) and Information Technology Services (ITS) in Albany, NY.
- Completes employee office and job reassignments
- Provides data access security
- Maintains client eligibility quality control
- Maintains Welfare Management System (WMS)
- Manages Benefit Issuance Control Subsystem (BICS)

ADMINISTRATIVE SUPPORT

- Purchases supplies and equipment, orders state and local forms
- Maintains the petty cash account and pays all administrative bills
- Coordinates the purchase and maintenance of a fleet of 46 cars and vans with the Dutchess County Auto Center
- Serves as the liaison with Dutchess County Public Works Department for repairs, maintenance and cleaning of the building
- Makes all contract payments for the department
- Answers and forwards calls which come through on the DCFS main phone line



RECEPTION

- Screens all visitors and directs them to the appropriate unit or location.
- Communicates with units throughout DCFS so that large numbers of visitors (clients, vendors, delivery workers, trainers, personnel from other agencies or departments) move efficiently to their destinations
- Handles unplanned circumstances, such as families dealing with emergencies on a continual basis
- Distributes, reviews for completeness and routes all applications for assistance
- Accepts and routes to staff, documentation submitted by applicants or recipients
- Assists emergency personnel entering the building, during 911 calls or drills
- Assists clients when necessary as trained CASAC (Credentialed Alcohol and Substance Abuse Counseling) staff

ACCOMPLISHMENTS AND YEARLY STATISTICS

ADMINISTRATIVE SUPPORT

- Processed 68 contracts totaling \$8,416,845 for DCFS and 23 contracts for Youth Services totaling \$257,190.
- Processed 399 travel orders
- Processed 130 cases for auditing access
- Received and processed 56,426 calls at the switchboard (those callers that did not use the main menu options and chose the "operator").



ACCOUNTING

- Researched over 1,300 pieces of returned mail and located a new address in over 1,100 of those instances. Utilized the CLEAR program for a tremendous cost savings.
- Maintained active T-53 accounts for 151 clients (not including specials/refunds)
- Made payments totaling \$1,237,866
- Issued 9,806 individual checks
- Pursued measures to limit print costs - i.e., PDF for 95% of reports, PDF HEAP vouchers saved printing 500 pages per month (Nov. – Mar), replacing voucher triplicate forms
- Arranged and paid for 200 indigent burials

ACCOUNTING TRANSACTIONS PROCESSED IN 2016

Services	Number	Amount
Title IV-D Assistance	2,300	\$185,000
Family Assistance	16,900	\$5,673,000
Adult Care and Emergency Assistance	100	\$48,000
Safety Net Assistance	18,000	\$5,740,000
Medical Assistance	600	\$92,000
Title XX Services for Recipients	300	\$583,000
Non-Title XX Services for Recipients	15,200	\$11,667,000
Foster Care and Adoption Assistance	13,800	\$17,131,000
Child Care Assistance	12,300	\$5,802,000
Independent Living Program	500	\$60,000
Home Energy Assistance Program (HEAP)	3,600	\$126,000
Total	83,600	\$47,107,000



Accounting Staff

Computer
Information
Services
Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

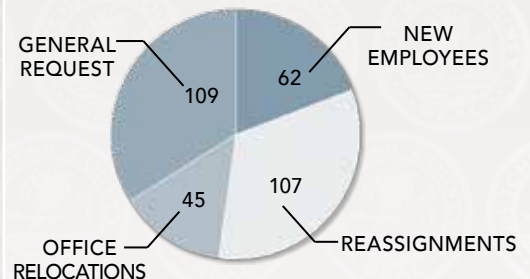
CENTRAL FILE

- Assigned 4,207 new case numbers
- Managed United Postal and interoffice mail for 353 employees
- Processed 182,307 pieces of incoming US Mail, totaling 13,614 lbs. (not including interoffice)
- Prepared and imaged documents for Medicaid, Temporary Assistance, SNAP, and HEAP units as well as satellite offices in Millbrook and Beacon
- Purged 6,032 individual case records from the file room for disposition
- Sent 790 boxes of records to retention, each box was recorded in the Record Management system
- Retrieved 313 records from retention, and delivered to the requesting worker
- Recorded 7,258 incoming voter registration forms (Voter registration forms are included in benefit application packages.)
- Completed 1,300 hours of Spanish translation for agency interviews, visitations, paperwork, field visits, telephone calls, and emails
- Processed 119 Print Shop orders, including forms, business cards, and specialty orders
- Filled 4,207 supply orders
- Maintains 759 items for the supply room inventory
- Moved 17,000 CSEU files into 60 new cabinets in a secured location

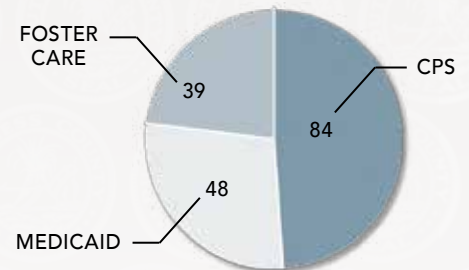
COMPUTER INFORMATION SERVICES

- Expanded network infrastructure in conjunction with renovation
- Continued expansion of the iPad program in Children's Services
- Improved network connection to EDGC satellite office by implementing a dedicated circuit

CUSTOMARY EMPLOYEE CHANGES



TOTAL RENOVATION MOVES



- Processed 494 employee changes (including division renovation)
- Consolidated 202 duplicate Client Identification Numbers (CINS)
- Rewired and improved the network in Medicaid and CPS during the Cubical/Office Restructuring



File Room Staff

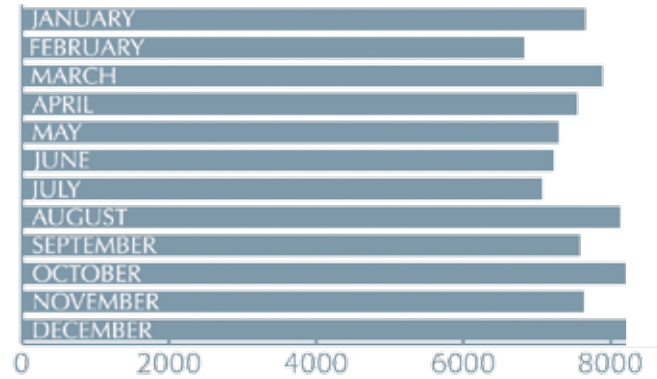


RECEPTION

- An Office Assistant was added to assist with the future use of client kiosks. This staff person assisted the receptionists, screened HEAP applicants for efficient processing, and filled in for the retired finger image clerk.
- Three Receptionists trained to administer Narcan should an overdose emergency occur.
- One member of reception participated on the DCFS safety committee.

APPLICANTS IN RECEPTION	TA	SNAP	MA	HEAP
Received/directed to staff	4,670	2,590	681	740
Applications dropped off	7,100	800	2,000	793

NUMBER OF CLIENT TRANSACTIONS IN RECEPTION



Reception Staff



*In commendation of Ms. West,
I know this is not an easy job, but to do it, AND
be cheerful and comforting, nondiscriminatory,
and also encouraging . . . well, that is SO
appreciated.
BC*

*Ms. Navarro,
My client mentioned how nice you all are [in
Reception] and have been in the past.
LT*



2016 ADULT SERVICES



Patricia Sheldon
Director of Adult Services

PROTECTIVE SERVICES FOR ADULTS (PSA)

Case Managers investigate and assess safety and risk to adults residing in the community and assist adults in obtaining services and benefits with the goal of strengthening their ability to live in the community for as long as possible with the least restrictive services. Adults have the right to make their own decisions. Services are voluntary except in cases of extreme need when the adult lacks capacity to make reasonable decisions in their own behalf. In these cases, PSA is required to intervene to protect the individual.

ADULT PROTECTIVE SERVICES

- Provides short term or on-going case management services for individuals and arranges for services with other community service providers. PSA Case Managers offer a wide array of assistance to individuals that include aid in obtaining: benefits, housing, medical or mental health services, home health care, financial management services and legal interventions.

Adult Services provides Protective Services for Adults (PSA) to our vulnerable population 18 years or older with mental and/or physical impairments that prevent them from meeting essential needs as well as those in need of protection and who have no one to assist them responsibly. This service is available to all adults regardless of income and resources. Adult Services also provides Housing Services, Family Type Home oversight, Foster Family Home for Adults inspections, and Domestic Violence Liaison assessments.

- Provides Representative Payee Services to individuals receiving Social Security, Railroad or Veteran Benefits. Case Managers develop budgets with their clients, pay essential bills, and maintain financial records.
- Reports crimes against those individuals being assessed or in receipt of PSA Services to the police and/or District Attorney Office and assists individuals in filing for Orders of Protection through both the Family and Criminal Court systems.
- Partners with Central Hudson and NYSEG in investigating community resources and safety supports for vulnerable persons in jeopardy of termination of gas or electric services.
- Petitions and serves as Guardian under MHL Article 81 or SCPA Article 17-A. This is considered as a last resort and only when all alternatives are not sufficient or reliable to meet the needs of the alleged incapacitated adult.

HOUSING SERVICES

- Conducts inspections for the Foster Family Home program, a licensed community congregate care program with medical oversight.

- Provides Housing Services to individuals and families that are homeless or are in need of assistance in locating housing. These services are available to individuals eligible for Temporary Assistance and/or Medicaid.
- Participates with the Dutchess County Housing Consortium to assess housing needs in Dutchess County and develop collaborative solutions to reduce homelessness.
- Administers the Family Type Home Program, a community based Congregate Care Level 1 program that provides 24 hour supervised care in a home environment to adults in need of minimal assistance with their adult daily living needs.
- Provides Domestic Violence Liaison Services to individuals and families with an immediate domestic violence need, or in need of a waiver for Temporary Assistance eligibility determination. Our Domestic Violence Liaisons (DVL) conduct screenings for domestic violence issues, provide information about resources, including arrangement for shelter if needed, and assess whether the applicants are able to safely comply with department rules. The DVLs regularly network with domestic violence service providers. Funding is provided for both non-residential and residential domestic violence services under Title XX. Information and referral for these services are available through the Adult Services Division.

Adult Services Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

In January 2016, Governor Cuomo signed Executive Order 151 directing districts to respond and meet the needs of all homeless individuals when the temperature was at or below 32 degrees. The Department of Community and Family Services (DCFS) partnered with The Department of Behavioral and Community Health (DBCH), Mental Health America, Law Enforcement, Hudson River Housing, and other temporary housing providers to implement a countywide plan to identify homeless persons and provide shelter. The Office of Temporary and Disability Assistance also adopted regulatory changes that increased the district's role in the inspection and safety oversight of our local temporary housing locations. Again, DCFS partnered with DBCH, and the Environmental Division, to develop a comprehensive program to complete local inspections of temporary housing locations with the goal of providing our customers with a safe place to stay.

The need for emergency housing services significantly increased from 2015 to 2106. The lack of available affordable housing options remains an obstacle for families and single individuals seeking to secure and maintain stable housing.

ADULT SERVICES DIRECTOR

- Provided oversight to the Mediation Center of Dutchess for the purpose of monitoring contract funding for the Coalition on Elder Abuse. The approved scope of services focused on educating community members and professionals on awareness and prevention of Elder Abuse.
- Represented DCFS on the Coalition on Elder Abuse.
- Served as a member of the Sex Offender Management Group, chaired by the Bureau Chief of District Attorney's Office.
- Presented an overview of Protective Services for Adults at the DCFS May Navigating the System presentation for partner agencies.



ADULT SERVICES STAFF MEMBERS

- Educate other agencies about the scope of Protective Services for Adults (PSA) and how to access services. Staff met with multiple agencies including NYS Parole, Hospice, Managed Long Term Homecare providers, Family Practice Center of Hyde Park and Senior Housing Managers. We attended two round table discussions sponsored by State Senator Sue Serino and an Eastern Dutchess community forum sponsored by Assembly Woman Didi Barrett. Adult Services staff attended 12 Office For Aging Senior Picnics, the Golden Gathering, and World Elder Abuse Day, each event offering the opportunity to provide large groups of senior citizens with information on DCFS services and benefits.
- Participated in the Dutchess County Council



of Aging Serving the Elderly (CASE) and the Long Term Care Council. Both groups provide a network platform to share information and resources and develop plans to better serve the aged citizens of our county.

- Collaborated with the New York Division of Parole, Dutchess County Probation, Department of Behavioral and Community Health on housing persons being released from correctional facilities.
- Attended monthly Dutchess County Mental Health and Chemical Dependency Provider Meetings.
- Attended the Dutchess County Coalition for the Homeless (Webster House Shelter for Single Persons) and Hudson River Housing Gannett House (Homeless Families) monthly meetings.
- Attended The Dutchess County Housing Consortium quarterly meetings.



TEMPORARY SHELTER EXPENDITURES

Year	Amount	Stay in Weeks
2007	\$3,095,641	21.0
2008	\$3,106,524	15.0
2009	\$3,401,705	15.6
2010	\$3,666,914	12.0
2011	\$2,924,690	12.4
2012	\$2,511,476	15.4
2013	\$2,168,106	*N/A
2014	\$2,212,208	*N/A
2015	\$1,540,523	9.1
2016	\$2,181,981	11.9

*Stay in weeks figure not available in 2013 and 2014

ADULT SERVICES

	2015	2016
PSA Cases	295	318
Representative Payee	97	98
Guardianship	34	34
PSA Referrals	602	577
Housing Cases	205	206
Total Persons Served in Emergency Housing	342	453
Domestic Violence Screenings	210	176
Licensed Family Type Homes	12	15



Colleen Mahoney
Director of Children's Services

Children's Services staff members collaborate on many community projects and workgroups to address the needs of Dutchess County children and families. These include but are not limited to the County and Statewide Family Court Improvement Project with Dutchess County's Family Court, Enhanced Coordinated Children's Services Initiative (ECCSI), Children's Provider's Committee and Children and Youth Committee with Dutchess County's Department of Behavioral and Community Health, the Child Advocacy Center's Multi-Disciplinary Team and the Criminal Justice Council's Juvenile Justice Subcommittee.

CHILD PROTECTIVE SERVICES (CPS)

- Investigates reports of alleged child abuse or maltreatment received through the State Central Register (SCR) 24 hours per day, seven days per week
- Offers/arranges services when needed for families through the department's own programs and community service providers to ensure child safety and reduce the risk of future abuse or maltreatment
- Files neglect and abuse petitions when needed to seek from Family Court orders of protection, court-ordered services for families, and/or authority to place children in foster care
- Participates in the Dutchess County Multidisciplinary Investigative Team at the Child Advocacy Center, to conduct investigations with law enforcement regarding allegations of sexual abuse and serious physical abuse of children

The Children's Services Division provides a wide array of services to promote the safety, permanency and wellbeing of Dutchess County children. Services are provided directly by staff members in the division and through contracts with many public and private community agencies. Services address issues including but not limited to substance abuse, mental illness, developmental disabilities, domestic violence, sexual abuse, medical needs, and child care. Contracts for a continuum of foster care services are also maintained, from foster home care through institutional care.

PREVENTIVE SERVICES

- Accepts referrals from Child Protective Services and the general community
- Provides casework counseling and in-home services to prevent the need for foster care
- Refers families to community service providers when necessary to address issues which contribute to child abuse or maltreatment and/or create a risk of foster care placement
- Provides transportation assistance and homemaking services
- Provides/monitors services which have been ordered through Dutchess County Family Court

FOSTER CARE

- Supervises children in foster family homes and Article 10 placements of children with relatives
- Provides case management to children placed in therapeutic foster home, group home or institutional settings to address their emotional, developmental or medical needs
- Ensures that foster children receive the medical, developmental, educational and mental health services they require
- Works with birth parents of children to arrange services and resolve issues that brought their children into foster care so that children may safely return home
- Develops child and family service plans, permanency reports, files court petitions, and regularly appears in Family Court
- Ensures safe, nurturing temporary care for each child, with the goal of return to family if possible, adoption if the family cannot be reunited, or preparation for independent living or discharge to another appropriate resource as is appropriate for each child

- Participates in the Bridges to Health (B2H) program which provides needed services up until age 21 to children who have severe emotional, developmental, or medical disabilities

ADOPTION/HOME FINDING

Children available for adoption may be surrendered for adoption by their parents or may be freed for adoption through a Family Court decision to terminate parental rights. Often our foster parents become adoptive parents. Others provide temporary care until children are discharged to more permanent living situations. When possible, children can be placed with relatives as foster parents. Anyone interested in becoming a foster or adoptive parent may obtain more information about this by calling our agency at 845.486.3230.

- Recruits, trains, certifies, and monitors foster/adoptive families on a continuous basis
- Determines appropriate foster/adoptive home placements for children when these are needed
- Conducts foster parent, public and private adoption home studies
- Maintains foster home records and completes annual recertification process for foster parents
- Works with pre-adoptive parents to obtain adoption subsidies available for children in their care
- Supervises pre-adoptive placements including case management and planning until adoptions are finalized

DETENTION/JUVENILE JUSTICE SERVICES

- Supervises non-secure and secure detention placements when Family Court remands youth to detention
- Works with/monitors Berkshire Farms, the contracted non-secure detention provider
- Provides after hours detention coordination to ensure that detention is available at all times
- Locates and coordinates placement in facilities when juvenile justice system foster care placement is needed to address each youth's individual needs
- Provides case management and after care services to juvenile justice foster care youth due to substance abuse issues



OUR COMMUNITY SERVICE CONTRACTS INCLUDE:

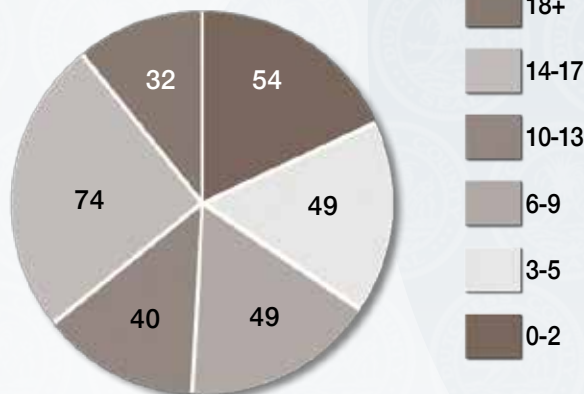
Agency	Service
Astor Services for Children and Families	Crisis intervention waiver slots to provide intensive home based services to children with psychiatric problems; Home-based preventive services for families at risk of having their children placed in foster care; Forensic Evaluations and the Enhanced Coordinated Children's Services Initiative (ECCSI), a tiered inter-agency project to coordinate services to children with emotional or behavioral concerns that put them at risk of out-of-home placement
Berkshire Farm Center	Non-secure detention services Home Based Preventive Services for families at risk of having their children placed in foster care
Child Abuse Prevention Center	Child Advocacy Center, Special Needs and Parent Empowerment Parenting Programs, community education and Safe Harbor child trafficking services
Children's Home of Poughkeepsie	18 emergency foster care placement beds which include diagnostic evaluations when needed
Family Services, Inc.	Sexual abuse offender and non-offender programs
Grace Smith House	Two domestic violence liaisons provide direct client services, training and consultation regarding domestic violence issues
Hudson River Housing	Riverhaven Shelter Respite services for youth
JFC Consulting	Medical consultation on child abuse cases
Lexington Center for Recovery	Co-located staff who can perform drug/alcohol screens and assessments as necessary
Mid-Hudson Regional Hospital	Hospital Drug screening
Office of Probation and Community Corrections	Various preventive services to meet the needs of youth designated to be Persons In Need of Supervision (PINS) and/or Juvenile Delinquents (JDs), to avoid the need for detention or out-of-home placement
Westchester Institute for Human Development	Child sexual abuse medical examinations

Child
Protective
Services
Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

CHILDREN IN FOSTER CARE BY AGE*



* From CCRS Monthly Summary Characteristics Report for December 31, 2016

CPS CASE SUMMARY	2015	2016
Reports of Abuse and Neglect made to State Central Register	2,787	2,739
Abuse Petitions	39	68
Neglect Petitions	825	747
Termination of Parental Rights	126	89
Surrender Petitions Filed in Family Court	42	38
Foster Care Review Permanency Hearings	348	608
Investigations from Child Advocacy Center (CAC)	284	249
Substantiated	85	92
Unfounded	199	157
Pending	0	0

* Statistics from Dutchess County and NYS databases and logs, 2016

- Presently, there are 80 active foster/adoptive homes and 55 relative foster homes certified and opened.
- Fourteen new foster parents and 34 new relative foster parents were opened and 22 of those relatives have received training including: Compass, Model Approach to Partnerships in Parenting (MAPP), Caring for Your Own, and Deciding Together.
- Staff members completed 40 adoptions.
- Five private adoption home studies were completed.
- Thirty-one children participated in the Bridges to Health (B2H) program.
- DCFS arranged two Independent Living Trainings that were attended by some foster children. One session was Financial Literacy presented by Cornell Cooperative Extension and another was Safe Sex presented by Planned Parenthood.
- Thirty-three youth required secure detention and 82 youth required non-secure detention.
- Our annual foster parent picnic was held in August and was a success, with a variety of activities and foods offered.
- Parent-to-Parent meetings continued to be held, which focus on developing and maintaining positive relationships between birth parents and foster parents.



Child Welfare Staff



- DCFS worked with NYS OCFS to continue to train staff and implement Family Team Meetings which bring family members and significant people in the family's life together to create plans that address child safety and risk factors in order to prevent foster care or to return children home from foster care.
- There was a continued emphasis on staff development and training, with numerous training opportunities being offered by DCFS. A sampling of the sessions provided includes in-house training regarding community services available, cross training on domestic violence, Mental Health First Aid Training, Motivational Interviewing Training, Sanctuary Training, UNCOPE Training, car seat training and computer training.
- Children's Services staff members continue to participate in a higher education program leading to a Master of Social Work Degree at Adelphi University. Four staff members were enrolled in this program in 2016. Overall, fourteen staff members have graduated from the program.
- DCFS continued our collaboration with the Social Work Consortium to offer a CPS internship to a senior Bachelor of Social Work student who wants to pursue a career in CPS. At the completion of the internship, the student agrees to work as a CPS Investigator for a minimum of two years. This internship is a benefit to the student, staff, and clients. As of 2016, five CPS workers graduated from this program.



ADOPTION ACTIVITY	2015	2016
Children Discharged to Adoption	23	40
Children in Care with the goal of Adoption at year end	25	23

** From CCRS Monthly Summary Characteristics Report for December 31, 2016*

JUVENILE PLACEMENTS WITH SOCIAL SERVICES	2015	2016
Persons in Need of Supervision (PINS)	16	14
Juvenile Delinquents (JD)	10	18

CHILDREN IN CARE TYPES OF PLACEMENT	2015	2016
Foster Homes	78	109
Institutions	104	89
Group Homes	12	11
Group Residence	2	3
Agency Operated Boarding Homes	7	9
Adoptive Homes	10	0
Approved Relative Foster Homes	55	75
Other	56	2
Total	324	298

Child Protective Services Staff from Child Advocacy Center



The New York State Office of Child Support Enforcement (OCSE), within New York State Office of Temporary and Disability Assistance, is the agency responsible for administering the child support program through all the local social services districts.



Colette Krakower
Social Welfare Manager II
Over Child Support Enforcement Unit

Child Support legislation allows the following administrative actions: liens on property of debtors; increased access to records of financial institutions, government agencies and private entities such as utilities; and suspension of driver's recreational and professional licenses for failure to pay child support. Legislation also provides automatic cost of living increases in child support orders to keep pace with inflation which also aids families in staying off public assistance.



Child Support Accounting Staff

Services provided upon request to custodial parents, noncustodial parents, and minors under twenty-one:

- Location of absent parents through a variety of computer matches available within state and federal systems
- Establishment of paternity by filing petitions on behalf of children receiving Family or Safety Net Assistance, foster care, residential care, or in division for youth facilities (Medicaid recipients/applicants are also required to cooperate with child support to establish paternity and obtain medical support.)
- Support establishment for child and/or child support combined with spousal support
- Modification petitions for change in circumstances, and cost of living adjustment of court orders, which are payable through the Support Collection Unit
- Medical benefits executions to require enrollment of dependents in third party health insurance
- Support collection and monitoring of payments (Once support orders are established, the collection and disbursement of monies associated with that order, become the responsibility of the New York State Central Collection Agency.)
- Enforcement of court orders
- Income executions when a noncustodial parent is employed (New York State's Expedited New Hire Reporting program locates current employers of child support debtors, keeping income executions in place and enabling new executions to begin.)
- Collection of arrears from federal and state tax refunds, OTB and lottery winnings, and bank accounts
- Suspensions or denials of New York State driver's or professional licenses
- Execution of financial investigations
- Initiation of violation proceedings in Family Court, which may result in a jail term of up to six months for willful non-payment of child support
- Establishment of liens against property and motor vehicles
- Arrangements of professional legal services through contracted attorneys who charge \$142 per hour (TANF, Medicaid, and Safety Net minor recipients are not charged fees for legal representation.)
- Referrals to the New York State Department of Taxation and Finance's program for collection and seizure of assets, which targets individuals with child support payments over four months in arrears



ACCOMPLISHMENTS AND YEARLY STATISTICS

- Collected \$30,149,458 in child support (Of this amount, \$29,520,848 benefited families that did not have an active Temporary Assistance case.)
- Processed 5,804 Family Court petitions
- Ranked in the top five among counties of similar size, for “cases with health insurance ordered”
- Contracted with a genetic testing company that collects the DNA samples on site at Family Court (In 2016, 189 customers were tested there.)
- Collaborated with the Fathers’ Rights Association of New York State (CSEU refers noncustodial parents there for help. The Fathers’ Rights Association educates and redirects the noncustodial parents’ frustrations for the betterment of their relationships with their children.)
- Provided several presentations to outside agencies to further educate the public on child support rules and procedures
- Participated on the ASSETS Key User Group Committee in Albany at the state level
- Director moderated sessions at the NYPWA summer and winter conferences
- Two staff members contributed to a community celebration of family by participating on the Hudson Valley Father’s Day Parade committee. (The Dutchess County Department of Community and Family Services is one of the local sponsors.)

CHILD SUPPORT ACTIVITY	2015	2016
Child Support Cases Open	10,575	10,250
Children Open in Support Cases	10,550	10,102
Children Open Born Out of Wedlock	5,927	5,750
Children Open with Paternity Established	5,574	5,427
Percentage of Children Open with Paternity Resolved	96.6%	96.7%
Children Needing Paternity Determination	365	339
Cases with Collections during Year	5,370	5,167
Interstate Cases with Collections during Year	266	250
Cases Open Where Medical Support is Ordered	7,234	6,994
Cases with Arrears Due during Year	6,610	6,441

** From NYS OCSE DCFS-157 Report 12/16, Statistical Trends Report 12/16 and Child Support Monthly Report 12/16*

*Mrs. Coleman,
Mr. Pietroluongo should be commended for his professionalism, dedication and commitment to service . . . people like him make applying for child support through your department a stress free and worthwhile process. ~ KS*

*Mrs. Coleman,
Ms. Velasquez has taken a highly sensitive and frustrating situation and turned it around for me as I am sure she has done for the hundreds of others on her caseload . . . she makes the wrongs of others right for children whom deserve to be supported financially. ~ MS*

CHILD SUPPORT COLLECTIONS

Year	Amount Collected
2007	\$29,764,573
2008	\$31,420,299
2009	\$31,162,212
2010	\$31,679,196
2011	\$31,714,755
2012	\$31,366,315
2013	\$30,876,366
2014	\$30,415,090
2015	\$30,110,004
2016	\$30,149,458



Child Support Enforcement/Clerical Staff



2016 INTEGRATED SERVICES DIVISION

INTEGRATED SERVICES ALSO ENCOMPASSES THE SPECIAL INVESTIGATION UNIT

The Integrated Services Division handles four major programs: Family/Safety Net Assistance Intake, Medicaid Intake, Supplemental Nutrition Assistance Program (SNAP) Intake, and Child Care. Together they work to promote self-sufficiency, personal responsibility and “work first” (the expectation that adult applicants and recipients will view work as a primary goal, regardless of how many barriers the individual or family may have to overcome).



Joanne Sinagra
Social Welfare Manager II
Over Integrated Services Division

TEMPORARY ASSISTANCE INTAKE (FAMILY AND SAFETY NET)

- Determines eligibility for a variety of programs.
- Screens all applicants for domestic violence, drug and/or alcohol abuse, and any other physical or psychological barriers to employment and refers individuals to the Domestic Violence Liaison and Certified Alcohol and Substance Abuse Counselor
- Refers potentially employable individuals to the Employment Unit for assessment
- Refers individuals to the Child Support Unit to assist in establishing paternity and/or obtaining support
- Authorizes payments which include: recurring assistance; one-time payments; emergency payment to prevent eviction or utility shut-off; and supportive service payments such as car insurance, car repairs, clothing allowance, or fees for licenses or similar items
- Opens SNAP cases and refers case for separate determinations for Medicaid, for those not eligible for cash assistance

- Makes referrals for child care and for other programs available in the community as appropriate
- Makes referrals to doctors for employability determination when appropriate

MEDICAID INTAKE

- All Medicaid Intake workers have been certified through the state to assist our clients in applying for medical assistance through the NY State of Health Marketplace. They have been trained to act as navigators for the exchange for both Medicaid recipients as well as for clients who are not income eligible for Medicaid but must purchase their insurance through the exchange. The application process is done in the worker's office on their computer, and when needed over the phone to the exchange. The most positive result of this change is that clients may know the same day that they are eligible for medical coverage that may be active the next day.
- Screens all applicants for disabilities



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM INTAKE

- Determines eligibility and provides SNAP benefits for individuals and families, households containing a mix of Temporary Assistance (TA) and non-Temporary Assistance recipients, the elderly, the disabled and Certified Group Home and Alcohol/Drug Facility residents. Pure TA households receive SNAP through the TA case.

CHILD CARE SUBSIDY PROGRAM

The Child Care Program is designed to help low-income families meet their child care needs. Low Income Child Care is granted to anyone who applies and provides all requested documentation and has a gross income below 125 percent of the Federal Poverty Level. Transitional child care cases are calculated based on 200 percent of the Federal Poverty Level. There is a parent fee that must be paid based on the parent's income. The minimum fee is \$1 per week.

- Processes applications for child care subsidies for low-income working parents and transitional child care services for those individuals whose Temporary Assistance cases are closing
- Monitors legally exempt providers, reviewing all enrollment forms to ensure that the provider and the home

Medicaid/SNAP Intake Unit and Child Care Unit



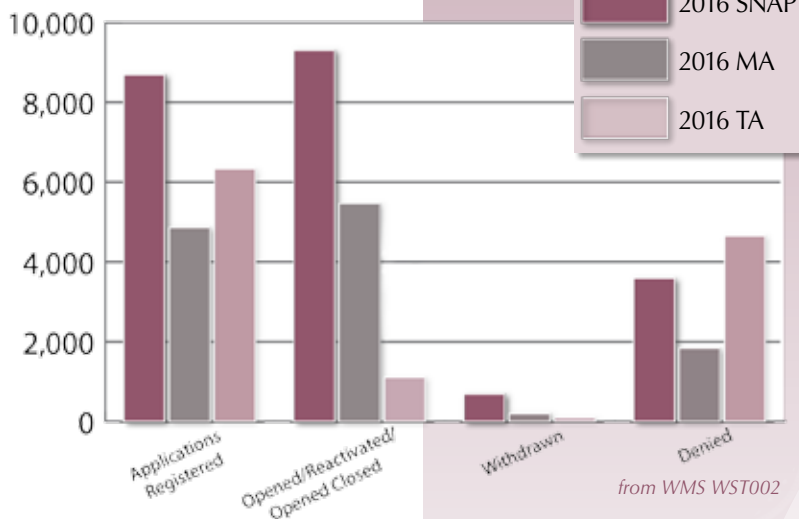


meet all health and safety requirements and that there are no reported criminal convictions

- Contracts with the Child Care Council of Dutchess, Inc. to provide recruitment, registration and inspection of child care providers and assists clients in locating child care providers for their children
- Meets with the Child Care Council to review the DCFS process and to answer any questions that providers may have in order to assist all providers in the billing process
- Works with the Child Care Council to provide information and supplies to providers
- Utilizes the child care time and attendance tracking system
- Monitors the number of children cared for by each provider, as this is limited for exempt provider

ACCOMPLISHMENTS AND YEARLY STATISTICS

INTAKE/ELIGIBILITY



EASTERN DUTCHESS GOVERNMENT CENTER

The Eastern Dutchess Government Center is located at 131 County House Road, Millbrook, NY. Dutchess County Department of Community and Family Services is located on the 3rd floor of this building.

This office is unique in several ways. It accepts all financial program applications (Temporarily Assistance, SNAP, Medicaid, and HEAP) and one single worker handles the entire case versus having different individual program workers.

The eligibility worker is responsible for determining eligibility and then maintains the case for ongoing services.

This may include employment intake related appointments, recertification, and utility emergencies.

Due to the size of this office and staffing, the EDGC office operates on an appointment only schedule which ensures all applicants and recipients are served in a timely manner.

This location is not equipped to take care of housing emergencies. If an individual or family find themselves needing this type of service, they are referred to the main office in Poughkeepsie.

Temporary Assistance Intake and Clerical Unit



SPECIAL INVESTIGATIONS UNIT

- Utilizes Front-End Detection which is a federally mandated process (It relies on indicators, such as working off the books, to target applicants for Temporary Assistance, Medicaid and Child Care for an intensive review during the eligibility determination process before a case is opened and benefits are provided.)
- Processes retroactive Supplemental Security Income benefits received, determining what can be retained as repayment of assistance
- Determines and recovers overpayments from assistance recipients
- Makes collateral contacts, performs computer reporting system checks and makes field visits to assist workers in determining eligibility
- Investigates possible fraud on cases referred by staff, NYS and reports received from the public regarding recipients who may not have been entitled to receive benefits

The investigation may include making field visits, obtaining collateral verification, reviewing computerized records, and conducting interviews to determine if fraud was committed.

- Refers appropriate cases to the District Attorney for prosecution or disqualification
- Examines any instance of fraud identified through the Automated Finger Imaging System (AFIS), which utilizes the latest technology to establish positive identification on adults seeking assistance. The system captures demographic data, client photos and electronic finger images. It is the largest and most sophisticated of any social services finger imaging system in the nation and continues to serve as a model for other states.
- Reviews the results of computer file matches done by New York State including:
 - Public Assistance Reporting Information matches, which indicate a case may be active in two different states/districts

- Monthly matches with the Department of Correctional Services and the Division of Criminal Justice to identify incarcerated individuals who are in receipt of assistance



Special Investigation Staff



ACCOMPLISHMENTS AND YEARLY STATISTICS

COST AVOIDANCE FOR PROGRAM INTEGRITY

Initiatives	Description	Number of Application Denials, Case Closings or Grant Reductions	Estimated Cost Avoidance
Front End Detection System (FEDS)	Detecting fraud at application	486	\$4,287,378
Intentional Program Violations (IPV)	Disqualification sanctions for those found guilty	32	\$68,383

COLLECTION ACTIVITY	2015	2016
Lottery Intercepts	\$20,517	\$12,367
Fees (Parking, Guardian, Adoption, Home Study, Phone, Postage, Confessions of Judgment, Copies and Subpoenas)	\$22,065	\$21,048
Cash Collections (TANF, SN, MA, Services, SNAP, SN-SSI and CSE Repayments)	\$9,412,132	\$6,812,447



SPECIAL INVESTIGATIONS UNIT ACTIVITY	2015	2016
Completed Investigations	742	576
Confessions of Judgment	82	80
Number of Repayment Agreements Signed	82	80
Value of Repayment Agreements Signed	\$255,780	\$237,984
SNAP Disqualifications	23	29
Value of SNAP Disqualifications	\$28,786	\$63,644
Temporary Assistance Disqualifications	3	3
Value of Temporary Assistance Disqualifications	\$6,748	\$4,739
Duplicate Case Reviews	277	291
Incarcerated Case Reviews	182	120

FUNDS RECOVERED BY TYPE	2015	2016
Proceeds and Mortgages	\$401,484	\$157,380
Claims Against Estates	\$389,466	\$52,012
Lawsuit Settlements	\$887,097	\$595,493
SSI Repay and Volunteer	\$261,514	\$198,397
Medicaid Reimbursement	\$43,466	\$6,543
Personal Accounts and Others	\$80,577	\$54,852
Income Executions	\$17,288	\$8,540
Small Claims	\$9,077	\$31,715
Totals	\$2,104,868	\$1,104,932



2016 LEGAL UNIT

The Legal Unit provides legal advice to the various divisions and represents DCFS in Family Court cases and in related matters in other court and legal forums.



Janet Tullo, Bureau Chief

The Legal Unit at DCFS handles cases involving adult protection, child abuse and/or neglect, foster care and severance of parental rights. It also prosecutes support collection cases.

Dutchess County Family Court has been a pioneer in many innovative court programs. We already have the following visionary programs involving the Legal Unit of DCFS:

- Intensive Review Court for Substance Abusers
- Permanency Hearing Part with Court Attorney Referee
- Domestic Violence Part, for Article 10 Abuse and Neglect cases
- Regularly scheduled pre-trial conferences and discovery
- Dutchess County Child Advocacy Center

The Legal Unit of Dutchess County Department of Community and Family Services is active in the Dutchess County Court Improvement Project for Abused and Neglected Children. They have been members of the Executive Committee and the Subcommittees for Adoption and DMR Issues.

DCFS with the Legal Unit continues to participate in collaborative systems:

- Thursday morning CPS review of cases with attorney/s
- Friday morning court case conferences with attorney/s
- Bi-weekly foster care case review with Foster Care Unit and Legal Unit
- Bi-weekly Child Advocacy Center meetings
- In-house training including future and past Moot Court for workers
- Child Advocacy Center with concomitant interaction amongst the DA Office, police, CPS, County Attorney's Office, Mental Health, Probation, Victim Services and Medical Services

ACCOMPLISHMENTS AND YEARLY STATISTICS

LEGAL STATISTICS	2016
Child Protective Reports	2,739
Support Cases	10,250
Private Support Referrals	129
Fair Hearings	73
Collection and Resource Cases	120
Adult Protective Cases	49

LEGAL DISPOSITIONS	2015	2016
Child Abuse Petitions	39	68
Child Neglect Petitions	825	747
Termination of Parental Rights	126	89
IVD Paternity	227	243
IVD Support	4,080	4,121
IVD Interstate Support (UIFSA)	95	123
Permanency Hearings	348	608

Dear Richard [and entire Legal Unit],
Thank you from the bottom of our hearts for never giving up!! What would we have done without your tenacity, expertise, and dedication. We will never forget.
J, D & B



Legal Staff



The Medicaid program provides services to the medically indigent through membership in managed care plans. It is funded through federal, state and county appropriations with a local cost of approximately 10 cents for each dollar spent. To qualify for the Medicaid program, applicants must meet prescribed income and resource requirements.



Sandy Favata
Social Welfare Manager II
Over Medicaid Division

Medicaid is generally provided through managed care (HMO) membership affording the recipient access to many more providers than formerly available under Fee-for-Service Medicaid. It also emphasizes preventive care and a primary care physician/coordinator.

Eligibility rules are based on the Federal Poverty Level (FPL). The gross household income of a client must not exceed these prescribed percentages of FPL to be eligible.

	FPL
Adults without Children	100%
Adults with minor children in the household	150%
Children ages 1-19	133%
Infants and Pregnant Women	200%
Medicaid Buy-in Program (for working people with disabilities)	250%

Children are guaranteed 12 months of coverage once eligibility is determined, despite changes in income. Pregnant women eligible for Medicaid will have coverage through 60 days postpartum.

Thank you [Sandy] for your most informative presentation to the Parkinson's Disease Support Group.

Ms. Nastasi went above and beyond for me and my family. She not only helped, she listened. SK.

Thank you [Sandy] for partnering with us this year to bring awareness about domestic violence at your rural health network meeting . . . We can make our community a healthier, safer place. GSH

SOME SPECIALIZED MEDICAID PROGRAMS:

- The Breast, Cervical, Colorectal and Prostate Cancer Program providing full coverage to individuals who have been screened by the Health Women's Partnership and whose income is under 250 percent of the FPL.
- The Family Planning Benefit Program is available to males and females of child bearing age with income under 223 percent of the FPL. This program is now administered by New York State.
- Medicaid Buy-in Program provides coverage for disabled working persons (disabled as determined by the Social Security Administration) between the ages of 16 and 64 with resources under \$20,000 for a household of one and under \$30,000 for a two-person household. A person's home and vehicle are not counted as a resource. Income guidelines include a gross income that may be as high as \$60,420 for an individual and \$81,132 for a couple.
- Prenatal Care Assistance Program (PCAP) is for pregnant women whose income is under 200 percent of the FPL. Presumptive Eligibility (PE) can be applied for at a participating prenatal care provider and guarantees 60 days of coverage based on attestations of income and other eligibility items. PE is converted to PCAP when all eligibility issues are verified. Any child born of a Medicaid covered pregnancy is guaranteed coverage for its first 12 months, regardless of change in income.

- The Medicaid Savings Program helps disabled persons and seniors pay their Medicare premium. There are three different levels with the highest income limitation being 135 percent of the FPL.
- The Care at Home Waiver serves children under age 18 and provides medical and related services to families who want to care for their physically disabled child at home. Services available under this program include: bereavement services, case management, expressive therapies, family palliative care education, home & vehicle modification, massage therapy, pain & symptom management & respite.

MEDICAID MANAGED CARE

- Allows Dutchess County residents an opportunity to choose a Medicaid health plan
- Coordinates the enrollment and disenrollment of clients in receipt of Medicaid into the Managed Care Program
- Acts as a liaison with the Medicaid provider community, as well as a managed care advocate for clients
- Maintains the Pre-Natal Care Assistance Program (PCAP) cases for Dutchess County
- Educates the community and local health care providers about managed care criteria
- Focuses on preventive health care
- Provides four plans to choose from in Dutchess County: MVP, Fidelis, Wellcare, and United Healthcare

ACCOMPLISHMENTS AND YEARLY STATISTICS

- Processed 94 disability reviews
- Net Medicaid costs to Dutchess County increased in 2016. There were significant percentage increases in payments for Assisted Living services.
- Processed 213 Pre-Natal Care and Assistance Program (PCAP) applications
- Received 716 nursing home applications (This does not include cases converting from Community Medicaid to nursing home care. Total number of nursing home cases as of December 2016 was 902.)
- In 2011, New York Health Options assumed a portion of workers yearly recertification. The Medicaid Division is responsible for processing MA and SSI related cases and assisted New York Health Options in processing 363 recertification cases that they were unable to process.
- In 2012, Express Lane eligibility was enacted which allows children easy access to transitions from Child Health Plus to Medicaid; since the program's inception, the Medicaid Division processed 1,133 cases.

Dear Ms. Favata,
Thank you for bringing awareness about domestic violence at your rural networking meeting. We appreciate all that you do.

GSH

Medicaid Staff



MEDICAID MMIS (MEDICAL MANAGEMENT INFORMATION SYSTEM) – GROSS SHARES

2000	\$185,583,965
2002	\$218,615,590
2004	\$261,103,773
2006	\$287,642,369
2008	\$311,078,884
2010	\$366,836,331
2011	\$383,206,274
2012	\$386,632,150
2013	\$429,748,115
2014	\$457,109,963
2015	\$508,395,860
2016	\$542,058,647



2016 MEDICAID BENEFITS PAID FOR DUTCHESS COUNTY RESIDENTS

Per second	\$16.80
Per minute	\$1,007.96
Per hour	\$60,477.47
Per day	\$1,451,459.28
Per year	
Gross	\$529,782,636.00
Net*	\$41,321,812.00

*Net = cost to Dutchess County

MEDICAL ASSISTANCE CASE ACTIVITY*

	2015	2016
Applications Registered	5,083	4,860
Cases Opened/Reactivated/Open-Closed	5,618	5,460
Withdrawn	197	196
Denied	2,009	1,832
Cases Closed	7,552	9,471
Recertifications	11,949	8,847
Changes to Active/Closed Cases	58,864	44,537
Totals – All Case Activity	86,189	70,343

* From WMS WST002

**MEDICAID CASES
AS OF DECEMBER 31, 2016***

2000	5,392
2005	7,904
2006	7,701
2007	7,728
2008	9,048
2009	10,778
2010	11,881
2011	13,055
2012	14,155
2013	14,770
2014	16,206
2015	14,269
2016	10,358

**MA/SSI CASES
AS OF DECEMBER 31, 2016***

2000	4,470
2005	5,045
2006	5,102
2007	5,091
2008	4,707
2009	4,835
2010	5,223
2011	5,401
2012	5,672
2013	5,861
2014	5,868
2015	5,878
2016	5,740

MEDICAL EXPENDITURES BY PROVIDER*

Provider Type	2015	2016	% Change
Hospital Inpatient Services	\$33,137,437	\$31,340,265	-5.4%
Hospital Outpatient Services	\$7,818,760	\$6,993,886	-10.5%
Skilled Nursing Facilities	\$79,843,672	\$74,590,864	-6.6%
Intermediate Care Facilities	\$15,953,860	\$15,808,113	-0.9%
Clinics	\$18,731,158	\$16,080,638	-14.2%
Referred Ambulatory Nursing Home Based	\$13,674	\$1,909	-86.0%
Hospice	\$410,599	\$263,027	-35.9%
Physicians Services	\$2,938,629	\$2,345,491	-20.2%
Dental Services	\$569,539	\$649,668	14.1%
Other Practitioners Services	\$4,319,222	\$4,161,302	-3.7%
Child Care Institutional Medical Per Diem	\$2,408,324	\$2,495,163	3.6%
Personal Care Services	\$6,894,038	\$5,083,668	-26.3%
Home Health Services	\$1,296,932	\$614,409	-52.6%
Assisted Living Services	\$3,901,432	4,878,597	25.0%
Long Term Home Health Care Waived Services	\$5,746,074	\$6,956,871	21.1%
Home and Community Based Waived Services	\$78,901,271	87,171,067	10.5%
Rehabilitation and Therapy	\$29,752	\$10,673	-64.1%
Office of Mental Hygiene Restorative Rehabilitation	\$8,464,304	\$8,241,059	-2.6%
Drugs and Supplies	\$7,849,556	\$8,467,271	7.9%
Eye Appliances and Durable Medical Equipment	\$520,195	\$502,398	-3.4%
Prepaid Care	\$208,158,902	\$228,881,364	10.0%
Case Management	\$8,797,785	\$10,788,387	22.6%
Health Insurance Premiums	\$460,025	\$376,726	-18.1%
Medical Transportation	\$10,429,714	\$12,448,768	19.4%
Lab and X-Ray Services	\$694,537	\$589,125	-15.2%
Other	\$106,467	\$41,925	-60.6%
Total	\$508,395,858	\$529,782,636	4.2%

* from 12/2016 NYSDOH MARS MR-0-01



Mr. Black was extremely helpful to family in assisting them with Medicaid . . . for 109 year old grandmother.

Mrs. Fry was very compassionate, super friendly and professional. She went above and beyond the call of duty.

DK

2016 STAFF DEVELOPMENT/ HUMAN RESOURCES



Ted Starzyk
*Director of Staff Development
and Human Resources*

The Director of Staff Development is responsible for ensuring that the Department of Community and Family Services' workforce receives the training that is necessary to provide objective, competent and professional services to our customers. This includes conducting needs assessments and planning for the delivery, scheduling and attendance of staff training programs that meet local, state and federal mandates. In Dutchess County, the Staff Development Division also encompasses the human resources and payroll functions.

Staff Development at DCFS provides information to advance employees' knowledge and skills through regional training, computer based training, webinars and classroom training to better serve our clients. The use of the Human Services Learning Center (HSLC) and ILinc as a supplement to Core Foundations and various institutes helps us maintain a well trained workforce while reducing the need and expense of travel.

Through a partnership with the Social Work Education Consortium, DCFS and the Dutchess County Department of Human Resources, the Bachelor of Social Work Scholarship Program offers an internship to a BSW student in his/her senior year of college. At the conclusion of the internship at DCFS, the student is given a two-year paid temporary position at DCFS with the opportunity to take the civil service exam and secure a permanent position.

The Staff Development and Human Resources Unit provides on-going personal and career development for DCFS staff members. In addition to the BSW program, we also have contracts with Adelphi University and SUNY Empire College which includes Dutchess Community College. The goal of these programs is workforce professionalism and promotional advancement within the civil service system.

STAFF DEVELOPMENT UNIT

- Completes state and local surveys, plans all needs assessments related to staffing, training, salaries, and turnover
- Conducts orientation for all new staff
- Conducts training evaluations
- Maintains the Human Services Learning Center (HSLC) database, which registers staff for state training and maintains employee training history
- Completes the annual state salary survey and caseworker turnover survey
- Monitors CPS worker compliance with state training mandates
- Coordinates the Empire State College Employee Education Program
- Coordinates the Adelphi University Program for Children's Services staff members who take courses toward completion of their MSW degree
- Reviews disciplinary cases to ensure compliance with the Progressive Disciplinary Policy

PERSONNEL AND PAYROLL UNIT

- Maintains the department's active and inactive personnel files and handles all personnel-related matters
- Coordinates all job interviews for non-management positions





- Monitors all probationary periods and coordinates the distribution of performance appraisals, and produces the annual report of trainings attended. This also includes the updating of Civil Service Job Specifications, as well as title specific tasks and standards for each job in the department
- Acts as management representative at employee grievances, disciplinary proceedings and other related actions
- Maintains all department payroll records, using the LOGOS program, and provides employees with information on benefits, leaves of absence, Family Medical Leave Act (FMLA), payroll issues, and retirement
- Provides management and division directors with reports on benefit time usage, overtime, compensatory time, seniority, salary, and other requested information
- Acts as liaison with the Dutchess County Department of Human Resources, Dutchess County Finance Department, Office of Risk Management, and the Dutchess County Attorney's office

ACCOMPLISHMENTS AND YEARLY STATISTICS

Staff Development offered several new agency wide trainings during the year. Our Annual All Agency Seminar covered Maximizing Customer Service with Emotional Intelligence with an excellent presentation by Bob Stezzi, professional development consultant. One of Bob's sessions was opened to administration countywide and is now available for all new staff to view on the County Intranet. Bullying was another new topic covered in 2016. Bullying in the Workplace presentations were given by the Mediation Center of Dutchess County. This included nine workshops attended by all DCFS staff to increase awareness of the negative impact of bullying in the workplace. We also continued to provide the vital and practical Mental Health First Aid training. To be prepared in the event of an emergency lockdown, an Active Shooter training was given in cooperation with the Dutchess County Sheriff Department. Several NARCAN trainings were offered to give staff knowledge and effective tools should they encounter a person with an overdose emergency. Also, DCFS began two new programs to continually update staff about services available in the community: Lunch and Learn; and Community Resource Presentations.

- Coordinated more than 8,500 hours of staff training.
- Through the Dutchess County Employee Education Program, 8 staff members took 30 credit hours at Dutchess Community College and 8 staff members took 52 credit hours at SUNY Empire.
- Coordinated the necessary local setup for the provision of state sponsored webinars and classroom training to be viewed by Dutchess County DCFS staff.
- Participated on the Foster Care Review Board



All
Agency
Seminar



PERSONNEL ACTIONS COMPLETED

New Employment Interviews Conducted	87
New Employees Hired	60
Promotions and Reassignments Processed	39
Leaves of Absence Processed	25
Separations from Dutchess County Service	38



2016 TRANSITIONAL AND SUPPORTIVE BENEFITS DIVISION

(TEMPORARY ASSISTANCE, EMPLOYMENT,
SNAP AND HEAP)

Transitional and Supportive Benefits Division encompasses Temporary Assistance, Employment, Supplemental Nutrition Assistance Program (SNAP), and the Home Energy Assistance Program (HEAP). The overall purpose of these programs is to assist low income households as they meet their goals in becoming self-sufficient. This is a critical area due to the current cost of housing, food, and employment related expenses.



Jacky Cooper
Social Welfare Manager II
Over Transitional Benefits Division

TEMPORARY ASSISTANCE

The Temporary Assistance/Employment unit works with employable individuals, persons with barriers and child-only cases. Together the unit promotes self-sufficiency, personal responsibility, and a work-first mentality. Adult applicants and recipients are expected to make employment a priority. This division handles three major programs: Family Assistance, Safety Net Assistance, and Employment and Training.

FAMILY ASSISTANCE

Family Assistance provides for families that include a minor child living with a caretaker relative and to pregnant women. Adults and minor heads of households receiving assistance are subject to a lifetime limit of 60 months, after which the individuals remain FA eligible if they meet certain medical exemptions, otherwise the household is categorized under Safety Net.

FAMILY ASSISTANCE CASES AS OF DECEMBER 31, 2016

2000	826
2005	701
2007	558
2008	629
2009	740
2010	781
2011	755
2012	717
2013	647
2014	638
2015	575*
2016	507

*figure corrected from 569 in 2015 annual report

The Family Assistance program fosters recipient self-sufficiency. Recipients undergo an assessment of their employability skills, training needs, and unless exempt, must participate in assigned work activities. Employed recipients are currently able to have 48 percent of their gross earnings disregarded when determining their need for assistance and level of benefit.

SAFETY NET ASSISTANCE

Safety Net Assistance (SNA) is a Temporary Assistance program that is funded jointly by New York State and county governments. Individuals and families, who are ineligible for Family Assistance or other federally reimbursed Temporary Assistance programs, receive SNA. Most SNA recipients are single individuals or childless couples. They must engage in assigned work activities to receive assistance, unless exempted by a physical or mental disability. Safety Net Assistance consists of two components: cash and non-cash. In the

non-cash component, food, shelter, fuel, and utility allowances are issued directly to the vendor, sometimes leaving the recipient with a small personal needs allowance. SNA is provided as cash unless the household falls into one of the four categories, which must receive non-cash.

Diversion payments are used to meet those individual's needs with rent, security, transportation, car insurance, tools, clothing and licensing fees in order for the individual to obtain or retain employment. Diversion payments decrease the need for ongoing Family Assistance or Safety Net Assistance. Those individuals or families, who are no longer eligible for Temporary Assistance due to employment or increased child support payments, receive transitional Medicaid, SNAP, and/ or child care benefits.

SAFETY NET CASES AS OF DECEMBER 31, 2016

2000	322
2005	567
2009	760
2010	822
2011	702
2012	647
2013	587
2014	604
2015	592
2016	518

SAFETY NET CATEGORIES

- Households with an adult head of household who is unable to work because of substance abuse.
- Households with an adult or head of household who has refused to participate in drug/ alcohol screening, assessment or treatment.
- Families that have reached the five-year (60 months) limit on Family Assistance.
- Cash SNA recipients (single individuals or childless couples) are limited to a 24-month lifetime limit of cash assistance. After the 24th month, assistance must be provided as noncash SNA, unless the adult head of household is exempt due to disability or HIV positive status.



EMPLOYMENT COMPONENT

All employable applicants and recipients of Temporary Assistance are required, by New York State regulation, to complete job searches each week, unless they have submitted medical documentation that states otherwise. Two to three job search sessions are held per week for employable applicants and TA recipients. Each person is seen individually to review his/her job search log to verify the required number of hours has been met without duplication of employers, and to discuss any issues that may have surfaced in the past week.

TEMPORARY ASSISTANCE/ EMPLOYMENT

- Assists able-bodied clients to attain self-sufficiency and helps those who are temporarily or permanently incapacitated to obtain necessary treatment and rehabilitation services.
- Conducts an employment assessment with the individual reviewing their abilities, experiences, trainings, employment history, education, health review, military history, legal issues, and any barriers to employment the individual may have.
- Develops employment plans and makes recommendations and referrals to various DCFS or community operated employment and training programs.
- Authorizes payment for supportive services such as transportation, licenses, and work clothing each client needs in order to obtain a job or participate in programs.
- Conducts an orientation with applicants and recipients of Temporary Assistance. This orientation conveys program

details, eligibility requirements, and transitional benefits (for those qualified) such as Medicaid, SNAP, and child care assistance.

- Collaborates with the Professional Culinary Academy (PCA), a post-secondary school licensed by NYS Department of Education. This is a 600 hour commercial cooking program. During the first 400 hours the students learn skill development, food preparation, catering, food sanitation, and quality cooking. The last 200 hours are on-the-job training in a variety of areas in the commercial food service industry. Graduates of PCA are ready to perform many of the entry level roles in the food service industry such as sous chef, garde manager, pantry person, short order and line cook. PCA offers lifetime job placement for all graduates.
- Oversees Work Experience, a program for clients that evaluates their skills and interests and assigns them to appropriate not-for-profit employers.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

The program's purpose is to help low income households purchase food needed for good nutrition and health. Clients who are eligible for SNAP, access benefits electronically by using a benefit card and a PIN at authorized grocery stores. Benefits may be used for food products or seeds to grow food for a household to eat. The SNAP Unit works in conjunction with Cornell Cooperative Extension of Dutchess County and contracts with them to run a nutrition education program, known as Eat Smart New York (ESNY).

CONTRACTED SERVICES WITH DUTCHESS COUNTY REGIONAL CHAMBER OF COMMERCE

Mentoring programs assist individuals transitioning to work by helping them to find solutions for employment problems and teach them how to manage personal and family issues related to working. Mentors are instrumental not only in helping obtain jobs but in retaining jobs and advancing careers.

The Responsible Parent Initiative, and iTrain Employment Mentoring Program ended in August, 2016. These programs were replaced by Workforce Connections, beginning September 1, 2016.

Youth Employment Services (YES) serves the youth of Dutchess County between the ages of 14-20. The YES program works together with local businesses and manufacturers, youth, parents, school districts, DCFS, Dutchess Community College, and the mentoring program. The variety of educational and vocational programs are designed to meet the needs of this diverse population and include the following:

- Tutoring
- HSE
- Soft Skills
- Life Skills
- Community service
- Community and business internships
- Job placement

Summer Youth Employment Program (SYEP) offers employment opportunities in the summer to eligible youth from low income households, foster care, juvenile justice, and runaway and homeless youth. The providers of this program may include activities which prepare them as they continue their education and move into employment.

CONTRACTED SERVICES WITH DUTCHESS COUNTY BOCES

- Dutchess BOCES provides vocational and educational training for those who have no marketable skills.
- Diagnostic vocational evaluation.
- Academic training for individuals requiring English as a Second Language and/or remediation and further development of reading, writing, computational and related communication skills.
- Job readiness training to enhance job-related skills or increase clients' employability by building good work habits such as: arriving on time, being mindful of work schedule, displaying business-like attitude, dressing, and grooming appropriately.
- Supervised work experience placements.
- Pre-employment curriculum workshop for hard-to-serve clients, designed to help them become aware, understand, accept, and ultimately change unproductive behaviors.
- Intensive Case Management Services (providing individualized plans to clients) and Work Skills Training (providing pre-employment instruction); both programs ended in August 2016.

Project activities are conducted for the benefit of the SNAP eligible population and address food security, food safety and dietary quality.

- MyBenefits electronic SNAP application process enables collaboration with community partners Catholic Charities and Dutchess Community Action Partnership, Inc. The www.MyBenefits.ny.gov website allows a person to apply for SNAP benefits 24 hours a day, seven days a week, from home. A follow-up interview is then conducted.
- New York State SSI Nutrition Improvement Project (NYSNIP) provides simplified program access for the SSI population of elderly and disabled individuals living alone in the community. The standardized benefits better ensure adequate nutrition for this vulnerable population.
- SNAP Benefits for Group Home Program (FSGHP) simplifies the budgeting for group home residents.
- Transitional SNAP Benefit Alternative (TBA) is the focus of the move from welfare to work; SNAP has become increasingly important to clients as they leave Temporary Assistance (TA). TBA allows qualified TA recipients to continue to receive SNAP benefits which remain unchanged for an established period when the TA case closes.

SNAP CASES AS OF DECEMBER 31, 2016

2000	3,233
2005	5,688
2009	9,405
2010	8,463
2011	10,926
2012	12,802
2013	13,087
2014	12,892
2015	12,142
2016	11,146



HOME ENERGY ASSISTANCE PROGRAM (HEAP)

The Home Energy Assistance Program (HEAP) assists individuals with the cost of heat and energy-related expenses. Eligibility is based on income received by a household during the month in which they apply. Regular benefits assist eligible households with the cost of heat. The emergency component of HEAP meets emergency heating needs for eligible applicants as well as providing for furnace repair or replacement for client-owned homes.

- Through a contract with the Community Action Partnership of Dutchess County, DCFS continued to fund a full-time HEAP Packager. The Packager helps identify and work with low-income, energy vulnerable families who would benefit from weatherization, other energy-related services, a heating equipment crisis program, and a system of emergency fuel depots throughout Dutchess County.

FUEL DEPOT

The United States Department of Health and Human Services' Low-Income Home Energy Assistance Program's (HEAP) Block Grant provides funding for an Emergency Fuel Program. These HEAP funds for emergency fuel are limited to two depot visits for 10 gallons per visit. Households accessing the emergency fuel depot are required to apply for HEAP benefits. Dutchess County Community Action Agency is our contractor that administers the Emergency Fuel Program.

The emergency fuel depots are located throughout Dutchess County and operate after 4:00PM Monday – Friday.

HEAP/SNAP Unit



ACCOMPLISHMENTS AND YEARLY STATISTICS

TEMPORARY ASSISTANCE

- The Family Assistance (FA) program average caseload was 606 cases, and the Safety Net Assistance (SN) program average was 567 cases. There were 422 TA recipients deemed unemployable due to physical and/or mental health reasons. There were 152 individuals mandated into substance abuse treatment, therefore deemed unemployable.
- 15 single/childless couple cases reached their maximum time limit of 24 months, and 22 families reached the maximum 60-month TANF limit.

TEMPORARY ASSISTANCE CASE ACTIVITY*

	2015	2016
Applications Registered	7,219	6,330
Cases Opened/ Reactivated/ Open-Closed	**1,207	1,109
Withdrawn	96	96
Denied	5,361	4,653
Cases Closed	1,701	1,851
Recertification	1,351	1,263
Changes to Active/ Closed Cases	7,252	7,815
Totals – Case Activity	**16,968	16,787

*From WMS WST002

**Corrected from 2015 annual report figure

EMPLOYMENT

- 32 TANF recipients participated in Mentoring/Work Now Program; 24 became employed
- Through a partnership with BOCES, 174 individuals completed the Test of Adult Basic Education (TABE) intake assessment. 96 were enrolled in the High School Equivalency program. Additionally, there are 24 individuals enrolled in other training programs offered at BOCES including Certified Nurse's Assistant (CNA), Heating, Ventilation & Air Conditioning (HVAC) or phlebotomy. 22 completed their training.
- Through a partnership with the Dutchess County Regional Chamber of Commerce, DCFS offered TANF eligible individuals employment and life skills workshops, job seeking, placement, and retention services. The Work Now/ Mentoring and Responsible Relative Initiative Programs ended on 8/31/16 and were replaced with Workforce Connections as of 9/1/16.

From January 1 – August 31, 2016

- 27 individuals worked with mentors in the Responsible Parent Initiative (RPI); 7 individuals became employed and 8 had their employment sanctions lifted.
- 40 TANF recipients participated in Mentoring/Work Now Program; 26 became employed.

From September 1, to December 31, 2016, 30 clients participated in the Workforce Development Program. Eleven who had been receiving TANF became employed.

- Through contracted services with DCRCCOC, 58 youth who were on average 15 years of age, participated in Youth Employment Services (YES) with academic and vocational training using a non-traditional model for ages 14-20. Five (5) individual graduated from high school and 2 individuals went on to college. Two enrolled in High School Equivalency Program. The YES program contract expired on 8/31/16.
- DCFS offered a Summer Youth Employment Program (SYEP) through the Work Force Investment Board (WIB) for eligible youth from low income households, foster care, juvenile justice, runaway, and homeless youth. Over a hundred of our county youth participated, of which 21 were on public assistance.
- Community Solutions for Transportation program, administered by BOCES for DCFS, continued to assist low income families. In 2016, 24 cars were purchased for an average of \$4,952 per vehicle. Additionally, 15 individuals passed the NYS road test to obtain their NYS driver license.
- New as of September 1, 2016, DCFS contracted with Exodus for employment services targeting eligible TANF & Safety-Net individuals, post incarceration, with comprehensive job seeking, job retention services, job education, training career/employment planning.
- 4 TANF recipients were provided with temporary positions in 2016, getting job experience while earning an hourly wage and working a 35-hour week
- 23 recipients successfully completed Work Skills Training (WST); 11 individuals became employed in 2016

Employment/Temporary Assistance Units



ACCOMPLISHMENTS AND YEARLY STATISTICS CONTINUED

SNAP

Able Bodied Adults Without Dependents (ABAWD)

Due to improved economic conditions, as of January 1, Dutchess County no longer met the federal requirements for a statewide ABAWD waiver. ABAWD or persons between the ages of 18 and 49 who have no dependents and are not disabled or meet any of the exclusion criteria are subject to SNAP employment & training work requirements. Beginning on January 1, 2016, we ascertained the ABAWD status of each SNAP recipient and tracked their participation in qualifying work assignments. SNAP benefits were determined in compliance with the ABAWD regulations.

SNAP CASE ACTIVITY*	2015	2016
Applications Registered	8,698	8,690
Cases Opened/ Reactivated/Open Closed	9,788	9,306
Withdrawn	662	690
Denied	3,548	3,590
Cases Closed	10,469	10,135
Recertifications	9,560	7,296
Changes to Active/ Closed Cases	25,281	32,062
Totals – ALL Case Activity	59,308	63,079

*From WMS WST002



HOME ENERGY ASSISTANCE PROGRAM (HEAP)

Regular HEAP season began November 14, 2015.

Emergency HEAP component opened on January 3, 2016.

Regular HEAP Benefits	
Processed for 2015/2016 season	\$3,194,906
Emergency HEAP	\$590,585
Furnace Repairs/Replacements	\$133,580
HEAP Cooling component	\$15,698

The HEAP Clean and Tune program was re-introduced on August 1, 2016; the maximum benefit is \$400.



HEAP CASE ACTIVITY*	2015	2016
Applications Registered	1,351	1,230
Cases Opened/ Reactivated/Open Closed	842	571
Withdrawn	247	202
Denied	549	296
Cases Closed	881	897
Changes to Active/ Closed Cases	1,865	3,271
Totals – ALL Case Activity	4,384	5,237

*From WMS WST002



2016 YOUTH SERVICES

Division of Youth Services' mission is to assure every youth a fair and equal opportunity to attain his/her full potential by providing and encouraging services which strengthen family life and by supporting families in their essential function of nurturing the youth's overall development.



June Ellen Notaro
Director of Youth Services

The Division provides opportunities for youth leadership as well as planning, contract management, program monitoring, and evaluation for NYS Office of Children and Family Services (NYS OCFS) funding in Dutchess County.

The Division administers OCFS funding to support the community in providing services that promote positive youth development. The Division also provides advocacy by providing youth empowerment opportunities in the community, increasing public awareness of youth issues, and enhancing community resources for children and youth through inter-agency collaborations and presentations.

The Youth Services Unit (YSU) provides free, confidential short term support services for Dutchess County youth ages 4 to 21 years. Youth dealing with personal, family, or school difficulties who need help to solve their problems are referred by schools, family, law enforcement and others.

YOUTH AND ADULTS SERVED IN 2016

YOUTH SERVED

OCFS Funded Grants	16,547
YSU youth served	144
workshops	16
Youth Council	23
College Planning Seminar	6
Total Youth Served	16,736

ADULTS SERVED

YSU (workshops)	167
College Planning	24
Total Adults Served	191

ACCOMPLISHMENTS AND YEARLY STATISTICS

- The Youth Board and Coordinating Council awarded NYS Office of Children and Family Services 2016 funding to 23 programs for a total of \$379,136.
- The Youth Board awarded two students with Dutchess Community College scholarships of \$1,500 each.
- The 2015-2016 Dutchess County Youth Council had 23 members representing seven high schools. Youth Council members completed three community service projects, attended the county's Mental Health Public Forum, and hosted seven guest lecturers on various topics. The teen members gained leadership skills in public speaking, decision making, consensus building, group facilitation, and teamwork.



Youth Council

- In partnership with College Planning 101 and Cornell Cooperative Extension, we hosted one college planning seminar for high school students and their parents/caregivers. The seminar focused on critical information such as completing the FAFSA and how Expected Family Contribution (EFC) is calculated.



Youth Services Staff

Employee Appreciation

DCFS

staff traveled to a Parisian Café (le main conference room) for their break time on September 26, 2016 in celebration of Employee Appreciation Day. Looking their part in French berets, the Administrative Team served European coffees, teas and continental delights to the staff, including eclairs, biscotti, croissants. The classic black, white and red motif, French music, international trivia games and good conversation made for a lighthearted and well deserved change of pace for everyone.





*Break time spent
at a French Café*



Dutchess County Department of Community and Family Services
60 Market Street, Poughkeepsie, New York 12601
845.486.3000



To become a Dutchess County Foster/Adoptive Parent
call 845.486.3220

DEPARTMENT OF COMMUNITY AND FAMILY SERVICES LOCATIONS

Beacon Center

223 Main Street, First Floor
Beacon, NY 12508
845.838.4800

Child Advocacy Center

35 Van Wagner Road
Poughkeepsie, New York 12603
845.486.5112

Eastern Dutchess Government Center

131 County House Road
Milbrook, New York 12545
845.677.5532

SPECIAL CONNECTIONS

Dutchess County

www.dutchessny.gov

Dutchess County Department of Community and Family Services

[www.co.dutchess.ny.us/CountyGov/
Departments/SocialServices/SSIndex.htm](http://www.co.dutchess.ny.us/CountyGov/Departments/SocialServices/SSIndex.htm)
845.486.3000

Dutchess One Stop Career Center

Dutchess County Workforce Investment Board
www.dutchessononestop.org
845.473.9000

My Benefits

(apply for/track SNAP and HEAP benefits)
www.mybenefits.ny.gov

New York State

www.ny.gov

New York State Office of Children and Family Services

www.ocfs.state.ny.us
518.473.7793

New York State Office of Temporary and Disability Assistance

www.otda.state.ny.us
518.473.1090

HOTLINE NUMBERS

To report alleged Child Abuse or Neglect

- Main Hotline 800-342-3720
- Mandated Reporter Hotline 800.635.1522

To report Institutional Abuse or Neglect

- New York State Justice Center 855.373.2122

To make a referral to Protective Services for Adults

- Dutchess County Adult Services 845.486.3300